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| **Content**: | This module is designed to provide guidance on how to open and use an Email account. Participants will learn how to create a free Google or Yahoo email account. Participants will also gain a basic understanding of how to compose an email and basic email etiquette. |
| **Approximate Time Frame**: | 60 minutes |
| **Suggested Audience:** | Technological beginners |
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**Facilitator/Presenter’s Guide to How to Open an Email Account for Parents**

| Slide | Slide View | Presenter’s Text |
| --- | --- | --- |
| 1 |  | **Display this slide as participants arrive. When ready to begin, welcome the participants to the session and read the title of the course** |
| 2 |  | **Read steps on slide to select interpretation in Zoom on a computer** |
| 3 |  | **Read steps on slide to select interpretation in Zoom on a mobile device** |
| 4 |  | **Say**: *The outcomes for today’s session are the following:*   * *Gain a better understanding of email and how to use it* * *Learn how to create a free email account*   *Learn how to compose an email message and email etiquette* |
| 5 |  | **Read Training Norms** |
| 6 |  | **Read Training Norms** |
| 7 |  | **Say:** *Let’s start by understanding what is Email*  **Then, read slide.** |
| 8 |  | **Say**: *Having an email account has many different purposes.*  **Then, read slide***.* |
| 9 |  | **Say**: *When creating an email account, you must first select an Email Service Provider. There are several email service providers that offer free email accounts. This slide shows some of the most popular ones. AOL, Microsoft Outlook, Gmail, Yahoo! and iCloud.* |
| 10 |  | **Say**: *One of the most popular free email service providers is Google Gmail. We will now learn how you can create a free Google Gmail account for yourself.* |
| 11 |  | **Say:** *The first step is to navigate to the website:* ***mail.google.com*** *in your web browser. You can do this on your computer or your smart phone.* |
| 12 |  | **Say**: *Click “****Use another account****”.*  *If you see that other people are signed in to Google, you should first sign out of those accounts before proceeding. To sign out, on your device, go to a****Google****page, like www.****google****.com. On the top right, select your profile image or initial. On the menu, choose****Sign out****or****Sign out****of all****accounts****.* |
| 13 |  | **Say**: *Click on the link* ***Create Account*** *and then select “****For myself****” in the dropdown.* |
| 14 |  | **Click to trigger slide animations**.  **Say**: *Fill out the required information.*   * *Username – this will be your new email address. You must select a username that is available and not already in use by someone else. If the username is already taken, an error message will display and you will be prompted to select another one. Google will display some available usernames based on the information you typed in. You can select one of the available usernames and try another.* * *Password – this will be your password to sign-in to your email account. Follow the password criteria displayed on the screen (Use 8 or more characters with a mix of letters, numbers & symbols)*   *Click* ***Next*** *to proceed*. |
| 15 |  | **Click to trigger slide animations**.  **Say**: *In this next step, you will see a personalized welcome message with your new email address and be asked to provide additional information about yourself. This information will help you in the event you forget your password and need to reset it.* |
| 16 |  | **Click to trigger slide animations**.  **Say**: *You will now see Google’s Privacy and Terms. Click “I agree” at the bottom to proceed.* |
| 17 |  | **Say:** *Congratulations, you have successfully completed the steps to create a Google Gmail account. At the top right corner of the screen, click on the Google Apps icon to access the various Google Apps. From here, click the Gmail icon to access your email inbox or to compose an email message.* |
| 18 |  | **Say**: *Whenever you are ready to log out of your Gmail account, simply click your profile picture/icon on the top right corner then click* ***Sign out****.*  *We will learn how to compose an email message later in the presentation.* |
| 19 |  | **Say**: *Another popular free email account option is Yahoo!* *We will now learn how you can create a free Yahoo! Email account for yourself.* |
| 20 |  | **Say:** *The first step is to navigate to the website:* ***mail.yahoo.com*** *in your web browser. You can do this on your computer or your smart phone.*  **Click to trigger slide animations**. |
| 21 |  | **Say**: *To create a new account, click “Create an Account”*  **Click to trigger slide animations**. |
| 22 |  | **Say**: *Fill out the required information*   * *Choose an Email address* – *this will be your new email address. You must select a username that is available and not already in use by someone else. If the username is already taken, an error message will display and you will be prompted to select another one.* * *Choose a Password - this will be your password to sign-in to your Yahoo! email account. Create a unique password that can’t be easily guessed by others.*   *After filling out all required fields, click Continue*.  **Click to trigger slide animations**. |
| 23 |  | **Say**: *You will now be asked to choose between having a verification code sent to you by text or phone call. This is a required step to confirm your new account.*  **Click to trigger slide animations**. |
| 24 |  | **Say**: *After you receive the verification code, enter the code in the field provided, then click Verify.*  **Click to trigger slide animations**. |
| 25 |  | **Say**: *You should see a personalized welcome message with your new email address displayed. Click Done to continue*.  **Click to trigger slide animations**. |
| 26 |  | **Say**: *You should now see your email inbox where you can read messages you received or create an email message to send.* |
| 27 |  | **Say**: *Whenever you are ready to log out of your Yahoo! account, simply click your profile picture/icon on the top right, then click* ***Sign out****.*  *We will learn how to compose an email message in our next segment.*  **Click to trigger slide animations**. |
| 28 |  | **Conduct “check for understanding” activity.** |
| 29 |  | **Say**: *In this segment, we will now learn how to compose an email message and some email etiquette do’s and don’ts* |
| 30 |  | **Say:** *To create an email message, sign into your account and then click on the Compose button.* |
| 31 |  | **Say**: *You will then see a “New Message” window where you will create the email message. To start, you will need to know the recipient’s email address. Your message can have one or more recipients. Enter the recipient’s email address in the “To” field.*  **Click to trigger slide animations**. |
| 32 |  | **Say**: *Next we will learn about the four basic elements of an email: The Subject Line, Greeting, Body and Closing.*  **Click to trigger slide animations**. |
| 33 |  | **Say**: *The subject line of the email should be used to include a* ***brief*** *title for your message. The subject line should communicate exactly what the email is about so that the recipient can prioritize emails without having to open it.*  **Click to trigger slide animations**. |
| 34 |  | **Say**: *The greeting is the start of the email. It is the way the recipient is addressed. Your greeting can be addressed to one person or a group.*  **Click to trigger slide animations**. |
| 35 |  | **Say**: *The next element is the body of the email. This is the main part of your message.* *The email body includes the message content and any attachments.*  **Click to trigger slide animations**. |
| 36 |  | **Say**: *It is always a good idea to end your email message in a courteous and respectful manner. This is considered the “closing” part of your email.* *This might include an email signature with your contact information, or simply just your name.* |
| 37 |  | **Say**: *Before sending your email, it is best to review your message for any errors that may need to be corrected. Once you are ready to send it, click the Send button.* |
| 38 |  | **Say***: There are a few options that allow you to send an email message to multiple recipients. In addition to the “To” field of your new message, you will see the options for “CC” and “BCC”. The****CC****field in an email stands for Carbon Copy, while the****BCC****field stands for Blind Carbon Copy. In effect, the CC field in an email allows the sender to send a “carbon copy” of the email to someone apart from the recipient in the To: field of the email. The CC field in email lets you keep recipients in the loop.*  *For example, let’s say you are sending an email to your child’s teacher and you want to send a copy9of your email to the school principal, so that he is kept in the loop. In this case, you will enter the teacher’s email address in the To: field and the principal’s email address in the CC: field.* |
| 39 |  | **Say**: *BCC stands for****Blind Carbon Copy****. Just like how CC works in an email, BCC is used to send a carbon copy of the email to someone. However, unlike CC, there is a major difference in the way BCC works.*  *When you CC an email to someone, the recipients in both the To field and the CC field are able to see the email addresses of each other. In the previous example, the teacher can see that the principal has been CC’d in the email. To avoid this, i.e. if you want to keep the carbon copy recipients private, you need to use the BCC field.*  *All email addresses that are mentioned in the BCC field are kept hidden, so recipients in the TO and CC field are unable to see them.* |
| 40 |  | **Say:** *Here are some tips for good email etiquette*  **Then, read slide** |
| 41 |  | **Say:** Here are some things you should avoid when sending email messages.  **Then, read slide** |
| 42 |  | Conduct “check for understanding” activity. |
| 43 |  |  |
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