Session plan: Introduction to email and setting up an account

Delivery mode:

Face to face

Session overview:

This session will focus on introducing learners to how email works and how to set up an account with an email service.

Learning objectives:

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

- Understand the uses of the different fields of an email, including reply, reply all, forward, CC, BCC, to, from and subject line.
- Understand the uses of the different folders of an email, including inbox and junk.
- Identify three common email services, Yahoo Mail, Outlook and Gmail
- Respond safely to a suspicious email
- Set up an email account

Suggested session length:

This session should run for approximately 95 minutes with a 10 minute break. The facilitator to schedule additional breaks as required.

Prior knowledge

This session is for learners who have foundational digital skills, including opening apps, typing and tapping.

Facilitator tip:

- Set up a projector ahead of time
- Ask your learners to bring their charged devices ahead of the session
- It may be useful to prepare some information to share with your learners about different free email services, like Outlook, Gmail and Yahoo to help them decide on which service is best for them. Facilitator could prepare slides and/or a handout to support this.

Session plan: Introduction to email

Topic	Timing	Activity	Assessment	Resources
Introduction & welcome	10 mins	Facilitator to: • Introduce themselves • Learners to introduce themselves Icebreaker discussion: Use this time to better understand your learners' different skills and introduce the topic. • When was the last time you sent a letter in the mail? • Who has sent a text message before? • Who has set up an account before? This could be for social media or anything at all. Introduce the session.	All learners engage	Refreshments Laptop / PC Notepad / Pens Whiteboard / marker pens
Discussion	35 mins	Project Be Connected's Introduction to email course on a big screen. Complete all activities in this course.	Learners engage in the discussion.	Be Connected's Introduction to email course

Topic	Timing	Activity	Assessment	Resources
		Discuss the difference between Gmail, Outlook and Yahoo Mail. Quiz time! Check your learners' understanding. Facilitator to adapt quiz questions to better suit your learners. • What are the 5 ways you can send your email? For example, one of them is Reply. • What does the subject line of an email mean? • How can you tell if an email has been read? • If you want to send an email to someone, do you type it in the 'to' or the 'from' field? • Can you use your browser to log in to your email? • What should you do if you see a suspicious email? Ask your learners if they have any questions and to think about the different email services they can sign up to before going on break.		Handouts and/or slides with information on some of the free email services.

Topic	Timing	Activity	Assessment	Resources
Break	10 mins	Take a break. Prompt your learners to get a drink, stretch their legs or use the bathroom.		
Online activity: Setting up and exploring email	30 mins	Using their own devices, ask your learners to open the Be Connected setting up Gmail, Outlook or Yahoo Mail course, based on the email service they chose. Prompt your learners to follow along the course to set up their account. **Top tip:** Some learners may need extra support setting up their email. Make sure to always check in on your learners and ask if they need help. **Safety tip:** Share some tips on how to make a strong password. Remind your learners to never share their passwords with anyone. Once all your learners have an email account set up. Ask your learners to login to their email on	Learners engage as a group or individually.	Laptop/PC Projector Be Connected How to set up Gmail account Be Connected How to create an Outlook account Be Connected how to create a Yahoo Mail account How to make strong passwords video

Topic	Timing	Activity	Assessment	Resources
		their browser, or in the app if it is already downloaded. It's time to explore email! Ask your learners to complete the following tasks: • Sign in to their account • Find and open the junk inbox • Find and open the inbox • Open a new email and find the subject line, to, cc and bcc fields		
Reflection and close	10 mins	Recap the key points. Ask the learners if they have any questions. End the session.	All learners participate Asking questions will demonstrate their understanding of the material.	