Multi–State Advanced Manufacturing Consortium

US DOL SPONSORED TAACCCT GRANT: TC23767

PRIMARY DEVELOPER: Reggie Fluker – Henry Ford College

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Digital Literacy III: The Internet & Beyond
Unit 2 E-mail Communication
STUDY GUIDE

UNIT OUTLINE

Complete this Unit and you will be able to:

- Explain the structure of e-mail addresses

- Identify e-mail providers and software

- Define common e-mail terms and actions

- Demonstrate proper etiquette in writing e-mails

- Exercise safety and take precautions to avoid e-mail threats and scams

- Perform the following tasks in Gmail:

    o Setup an account

    o Navigate the interface

    o Add and edit contacts

    o Compose, format and send e-mail messages with a signature line

    o Include attachments and hyperlinks in an e-mail

    o Navigate the Inbox, identify and read new messages

    o Reply-to and forward e-mails

    o Download attachments

    o Organize, archive, and delete e-mail messages

    o Create a vacation reply

    o Block, filter-out, and purge SPAM messages

    o Use search tools and features

    o Cancel a sent e-mail

LEARNING OBJECTS

Study the learning objects outlined below. As you read the pages, also watch the videos and perform the tasks that you learn about by following along with the steps on your notebook computer.

NOTE: The web pages that you read may include links to further references or other websites. You are not required to follow the links and read   the additional information unless you need further clarification to understand a topic or learn a particular skill.

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INTRODUCTION to EMAIL

1. Read the following lessons at http://www.gcflearnfree.org/email101

    a. Chapter 1: Introduction to Email (pages 1-5)

    b. Chapter 2: Email Basics

    c. Chapter 3: Contacts and Calendars (pages 1, 2)

    d. Chapter 4: Email Etiquette and Safety

    e. Online Phishing Scams – Tips to Avoid the Hook

2. Read Chapter 4: Email Tips for Scams and Spam at http://www.gcflearnfree.org/internetsafety

3. Complete Exam 1

USING G-MAIL

4. Read the following lessons at http://www.gcflearnfree.org/gmail

    a. Chapter 1: Introduction to Gmail

    b. Chapter 2: Setting Up a Gmail Account

    c. Chapter 3: Sending Email

    d. Chapter 4: Responding to Email

    e. Chapter 5: Managing Email (pages 1-3, 5)

    f. How to Unsend Email in Gmail

5. Complete Lab 1

UNIT EXAM

1. In preparation for the Exam, critically-think each topic in the Unit Outline:

    a. Are you confident in your knowledge about each item?

    b. Challenge yourself to summarize key points, concepts, or skills about each topic

    c. Could you perform all lab procedures underline without using references?

2. Review the list of Additional Resources; study topics as needed

3. Take the Unit Exam (Closed Book)

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ADDITIONAL RESOURCES
The following learning objects are optional, but may give further clarification on a topic if needed

How to Choose an E-mail Service
http://www.gcflearnfree.org/internet-tips/how-to-choose-an-email-service

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RELEVANCY REMINDER:

M-SAMC resources reflect a shared understanding of grant partners at the time of development. In keeping with our industry and college partner requirements, our products are continuously improved. Updated versions of our work can be found here: http://www.msamc.org/resources.html.