



Using Emails Workbook



Good Things
Foundation

Module 2: Using email

Learner workbook

This book was made by Good Things Foundation Australia.

Down Syndrome Australia helped make the book.

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Welcome

Welcome, we hope you have fun completing this course.

The main thing you will learn is how to use email.

How to use this book

This book is for you to keep and use.

It will cover the **Using email** online course.

The course has fun learning activities, such as:

- class discussions
- videos
- quizzes
- icebreakers
- creating passwords.

Useful icons

Icons - are pictures that show a word.

Like the ones below.



Key words

Keywords are written in **blue**.

Keywords are important words for you to understand.

Learning them will help you to complete this course



Learning objectives

Learning objectives are the main things you will learn in each course.



Activity

An activity is something you do in a group or by yourself.

For example, icebreaker activities or worksheets where you will write something down.



Discussion

A discussion is where you talk to other people about a topic and share ideas.



Top Tip

Top tips are helpful pieces of information.



Summary

A summary is the key points of what you have learnt.

There is a summary at the end of this course.

Talking about these points with your someone you trust will help you to learn.



Useful resources

A list of documents you can read to find out more information about a topic can be found at the end of each course.

Using email

In this course you will learn how to use email.



By the end of this course you will

- Know more about how emails work
- Feel more confident sending emails
- Feel safer when using emails



Email - emails can help you to keep in touch with friends, family and the people you work with.

You need to know how to use emails to apply for jobs and to set up other things online like social media.



Email account - an email account is needed to get an email address.

Computer companies like Google and Yahoo give people the ability to make an email address.



Email address - an email address is what you use to send and receive emails.

Every email address is different.



Activity - What made you smile icebreaker exercise

Instructions

Introduce yourself to the group.

The teacher will ask you, “What made you smile today?”

Think about 1 thing that made you smile today and share it with the group.

The 1 thing could be:

- your favourite song played on the radio
- you achieved something important for the very first time
- someone made you laugh.



Activity - Online course

Begin the online course called 'using email". Take your time.

Write down anything you think is important or things you do not understand in the space below.

Remember, you can ask your teacher or someone you trust for help.

Write your notes here:



Discussion - Shared learning

Look at the notes you made on the previous page when you were doing the online course.

The teacher will now ask you to share the 1 or 2 things you have learnt.

Write them down in the space below.

Now share with your teacher and the group what you have learnt.

Write your notes here:



Activity - Writing, sending and replying to emails

Instructions

- Your teacher will share their email address with you.
- Start a new email using your teacher's email address.
- Type a short email to your teacher.
- Proof read your email.
- If you are happy with what you have written, press send.
- Wait for a reply from your teacher.
- Follow the instructions given to you in the reply email.



Spam emails are emails that you do not want to get.

Scam emails are from criminals who are trying to trick you.

Watch out for scam and spam emails

Sometimes you will get a **Spam** email or a **Scam** email.

They try to steal from you or sell you something you don't want..

Criminals sometimes even pretend to be famous people, your friends, or a company to trick you!

Be a detective!

This is a picture of an email sent to John. Can you spot why it might be a scam?

Subject line: Congratulations! You have won \$1million

From: winner123xyj@goodthingsfoundation.org

To: john.catman@goodthingsfoundation.org

Hi

You have won \$1 million! Congratulations.

[Click here to claim your prize](#)

You need to give us your bank details by Friday so we can transfer you the money.

Hurry so you don't miss out on \$1 million.

From

Good Things Foundation

Did you find the clues?

In this email, there are the following clues that it was a scam:

- The email address does not look right
- It sounds too good to be true. It is offering John money for doing nothing
- It is pretending to be from a charity, but John has not been in touch with this charity before
- It asks John to share his bank details
- It sounds very urgent



Top tip

If you can not tell if an email is spam, ask a person you trust.

If it is spam, delete it immediately.



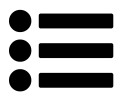
Discussion - Reflection

Question

Can you remember what a spam email looks like?

Think about your answer and share your thoughts with the group.

Write your notes here:



Summary

Well done!

The main things you have learnt are

- how emails work
- how to send emails more confidently
- tips that help you to stay safer when using emails

Keep reading to see useful links to help you stay safer online



Helpful resources

For more information on this topic take a look at these resources.

[eSafety Commissioner](#)

[Using the internet to stay in touch \(Easy Read\)](#)

[Being Safe Online eSafety \(Easy English\).pdf](#)

[Scamwatch](#)

[Banking and credit card scams - MoneySmart](#)

Do our online course on Video Calling next to keep learning.



Good Things Foundation Australia

Good Things Foundation Australia is a social change charity, helping people to improve their lives, health and overall wellbeing through digital.



About Down Syndrome Australia

Down Syndrome Australia is the national peak organisation for people with Down syndrome in Australia.

End Page

