



Module Four

Communicating Using
Your Device

Today's Agenda

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- Password Refresher — **15 mins**
- Comparing Emails & Messaging — **20 mins**
- **Break** — **5 mins**
- Introduction to **Gmail** — **20 mins**
- **Let's Practice:** *Writing & Sending an Email* — **20 mins**
- **Let's Practice:** *Spotting Spam Using the SORRY Method* — **20 mins**
- Wrap-up and Reflection — **10 mins**



Group Guidelines

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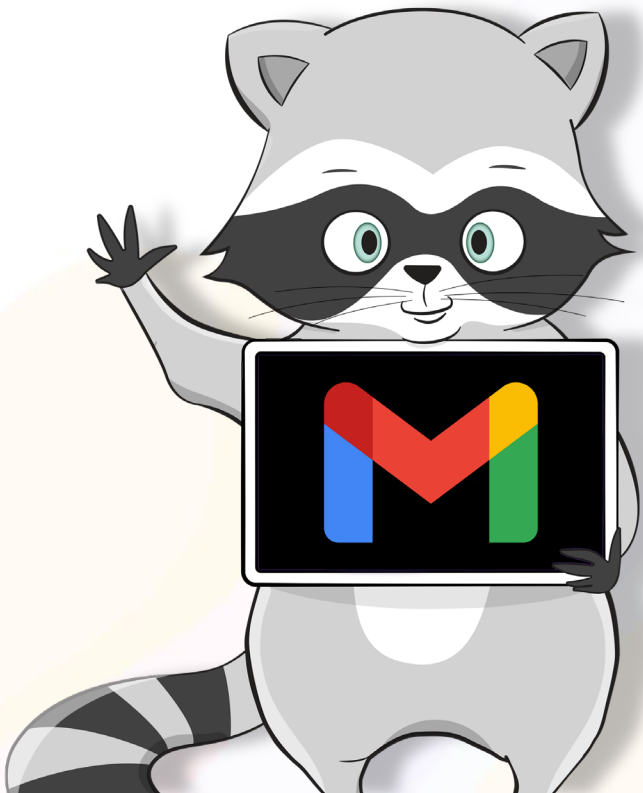
- Be **respectful** of **each other** and **everyone's privacy**
- Be **kind** and **supportive**, including **taking turns talking** and **listening**
- Be **mindful** of **time** and **shared space**
- Unless asked, try **not** to **offer advice**
- **Participate** in the way that **works best for you**
- **Respect devices** and **materials**

Have fun — we're all learning together!

Today's Goals

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Today, we are going to learn about **all things email!**



We will be covering:

- ✓ **What email is** and **when to communicate** through email
- ✓ How to **send** and **reply** to emails
- ✓ How to **identify** suspicious emails

Remember Last Week?

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Last week, we learned about the **SORRY** Method to **spot scams**. We also briefly talked about **passwords**, and you took home a **Password Toolkit**.

This week, you'll put those **skills** to **work**!

Remember Last Week?

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Email is where **passwords** and **safety skills** come together!

Passwords



Online Safety



Password Refresher | Why They Matter

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Your **password** is the key to your digital front door.

A strong **password**:

- ✓ Is at least **10–12 characters** long
- ✓ **Uses a combo** of letters, numbers, and **symbols** (@, !, %)
- ✓ **Is not** your name, birthday, pet name, or **common strings** (ABCD123)
- ✓ **Is: different** for *important accounts* (banking, email)

Passwords | The Key to Your Front Door

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We **don't** leave our keys hanging from our front door.

Passwords | Is This a Strong Password?

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1 2 3 4 5 6

Passwords | Is This a Strong Password?

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password



Passwords | Is This a Strong Password?

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p@ssword

Passwords | Let's Get *Really* Sneaky

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!wGomPcta5tt2

(**I** won't **GIVE** out my **PASSWORD**
'cause **that's** a **SILLY** thing to **DO**)



What if I Forget My Password?

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There's usually a "forgot password" link to click.

You'll need either the email or phone number you used to create the account.

The website will send an email or text message linking you to a page where you can change your password.

We can practice this during **office hours!**



The Password Toolkit

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When in doubt, reference the **Password Toolkit** for tips and tricks on all things passwords



Email vs. Text Messaging

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Email

- ☐ Can be sent by **Wi-Fi** or through **cellular data**
- ☐ Used for **longer messages**

(rescheduling an appointment with Dr. Bob)
- ☐ More **formal tone**: “How are you doing today?”



Text Messaging

- ☐ Can be sent using **cellular data only**

(requires a SIM card)
- ☐ Used for **shorter messages** that require a **faster response**: “What’s for dinner?”
- ☐ More **casual tone**: “What’s up?”

Let's Practice:

Practice Gmail Accounts

You each have a **Practice Gmail Account** set up on your tablet.

- doorsstudent**1**@gmail.com
- doorsstudent**2**@gmail.com
- doorsstudent**3**@gmail.com
- doorsstudent**4**@gmail.com

The number on the **back of your tablet** is **your practice address**.

Let's Practice: **Gmail Tour**

Let's explore your **inbox** together!

Everyone **follow along** on your tablet:

1. Find the **Gmail app**, and open Gmail
2. **Click** on the **welcome email** from the **DOORS Facilitator** email address
3. **Read it** together
4. **Click** the **back arrow** to **return** to your inbox.



Let's Practice:

Parts of an Email

Let's go back to that email in your inbox.

- **From:** *Who* sent it?
- **Subject:** In brief, *what is the email about?*
- **Body:** What is the *actual message* in the email?
- **Timestamp:** *When* was it sent? (time/date)

These parts appear in **every email** you receive.



Take **10 minutes** to stretch, get water, take care of yourself etc.

Let's Practice:

Reply to an Email!

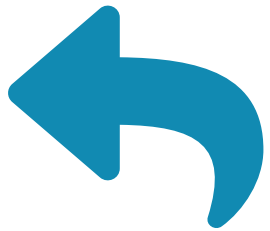
Let's reply to the welcome email!

Everyone **follow along** on your tablet:

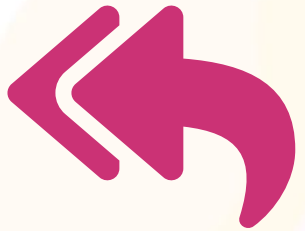
1. Find the **reply button** (arrow pointing left)
2. **Tap** the **reply button**
3. **Type your message** in the **text field**
4. *"Hello! This is [insert name] and I am learning email."*
5. **Click the send button** (paper airplane or arrow)
6. **Check the sent folder** — do you see if your email?

The Difference Between Reply & Reply All

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Reply – responding to **only the email address that corresponds to the original sender** of the email (one person)



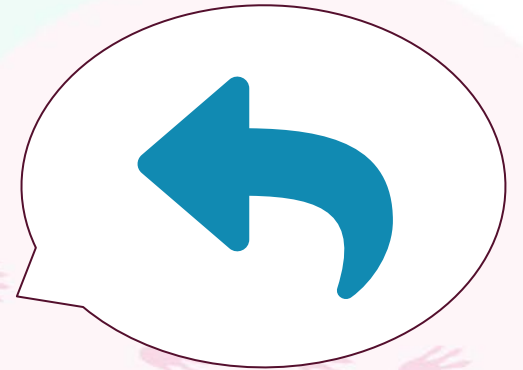
Reply All – responding to **all of the email addresses included within the email** (multiple people)

Reply or Reply All: Which Should I Use?

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If your boss emails **everyone** on your work team saying: send me the hours you worked this week, you would use **Reply**.

You don't need to send your hours to everyone on your team, just your boss.

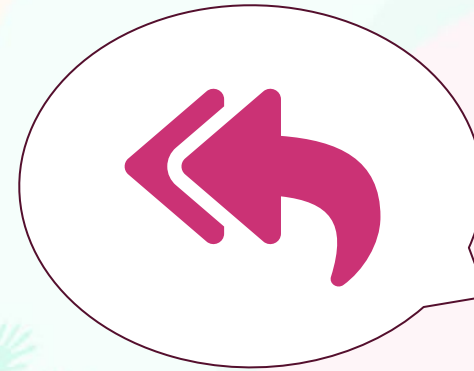


Reply or Reply All: Which Should I Use?

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If someone emails **a group of friends** saying, *what restaurant should we take Emily to for her birthday*, click **Reply All** to respond.

This way, everyone who received the email can read your suggestion.



Writing a New Email

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Sometimes, you need to start a fresh email, not reply. Here's how:

- **Tap Compose** (look for the **+** or **pencil icon**, usually bottom right)
- **To:** Who are you writing? (their email address)
- **Subject:** What's this about? (brief description)
- **Body:** Your message
- **Tap Send** (paper airplane icon)

Let's Practice:

Writing a New Email

- **Tap** the **new email icon**
- **To:** your partner's email (check the whiteboard)
- **Subject:** This is (your name) emailing
- **Body:** I'm emailing from DOORS
- **Tap** Send (paper airplane icon)
- **Check your inbox** — did someone email you?

Email Tips

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- ✉ **Read your email** before hitting send (check for typos)
- ✉ Be **polite** and be **clear**
- ✉ Use a **subject line** that makes sense
- ✉ You can **save as draft** if you're not ready to send
- ✉ Double check the **recipient's email address** is correct before hitting send



Suspicious Emails & Email Scams

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Now that **you know** how email works, let's talk about **staying safe**.

Scammers love email.

Remember the **SORRY Method** from last week?

S

Is this a **SURPRISE** to you?

O

Does the request seem **OKAY**?

R

Are they trying to **RUSH** you?

R

Does this seem **REAL**?

Y

Does this feel right to **YOU**?

Let's Practice: Spotting Suspicious Emails

We've handed out some printouts of **real emails**.

Let's go through them and use the **SORRY** Method
to decide if they're **safe** or if they're **scams**.



What To Do If You Receive a Suspicious Email

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Don't click anything!

- Don't reply to the message. —
- Don't call any phone numbers listed. —
- Don't download any attachments. —

Delete it or move it to spam.

Think You've Been Scammed?

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Don't panic!



Getting help quickly is what matters —

Not blame, shame,
or embarrassment.

► **If you gave financial info:**

- **Call your bank immediately** – call the phone number on your bank card
- **Change your passwords**

► **Report it:**

- Canadian Anti-Fraud Centre: **1-888-495-8501**

► **Tell someone you trust**

Today's Achievements

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Email can feel complicated when you're just starting out.

With the skills you've learned today, it doesn't have to.

Email is one of the **most common ways people stay connected** at work and in daily life.

Knowing *how* and *when* to use it gives you **the confidence to communicate *clearly* and *easily*.**

Today, **you learned:**

- ✓ How to **create a strong password**
- ✓ How to **navigate Gmail**
- ✓ How to **read, reply to, and send emails**
- ✓ How to practice **spotting email scams** using the **SORRY** method

Wrap-Up & Reflection

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What is **one thing** you
feel **confident** about
with **email**?

What is **one thing** you
want to **practice more**?

Who is **someone** you
want to email now
that **you** have an
email account?

Next Steps

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- Keep your **SORRY Method** Handout and **Password Toolkit** handy as you continue navigating the online world!
- If you would like to sign up for a personal Gmail account, **schedule an office hours appointment!**
- Interested in continuing to build your digital skills?

In May we will launch: ***DOORS 2 – Skills for Digital Living***

CONGRATULATIONS!



That's a Wrap!

Thank you for joining

DOORS Foundations!