**Class 2**

**Introduction to email and Government online services**

**Email:**

* What is email?
* How does it compare to traditional mail?
* How are email addresses written?
* Learn how to set up an email address; how to send and receive an email and discover how to send an email with an attachment (image or document)

**Government Services:**

* Introduction to online services provided by the Government; practice on the Motor Tax demo website

**Conducting a transaction online:**

* Complete everyday transactions online including banking, booking flights, purchasing tickets for events and shopping

**Email basics:**

* What is email? Email (electronic mail) is a way to send and receive messages across the Internet. Like traditional mail, with some key differences such as instant delivery and the option to attach photographs and files to your mail.
* To receive emails, you must have an email address. If you wish to send emails to others you will need their address.
* Email addresses are always written in a standard format that includes a user name, the @ (at) symbol, and the email provider’s domain for example .ie .com.
* The user name is the name you choose to identify yourself.
* The email provider is the website that hosts your email account.
* Top three webmail providers are Yahoo, Microsoft’s Outlook.com (previously Hotmail) and Google’s Gmail.

**Common email features:**

* All email services have the same features – an email interface, including the inbox, the message pane and the compose pane.
* **Inbox** is where you view and manage emails you receive. They include the name of the sender, the subject of the message and the date received.
* **Compose Pane** You can click the compose or new button from your inbox to open the compose pane to create your own email message. From here, you enter the recipients email address and a subject. You can also upload files (photos, documents) as attachments and add formatting to the message.
* Set up a g-mail account in class; imperative to make a note of username and password; only need to register for an email account once after that just log in!

**Useful Terms:**

* To: Field and Recipients; Email address; Body of message; Formatting options; Emoticons/Emojis; Attachements; Cc and Bcc (Carbon Copy and Blind Carbon Copy); Subject; Signature; Send; Navigation menu; Compose; Inbox; Drafts; Spam & Trash; Reply, Reply to All and Forward.

**Useful activities:**

* Log on to email; add your tutor as a new contact to your email account; send them an email; send an email with an image attachment; forward the email and add more than one contact to the “To” field; CC/BCC the tutor on an email.

**Introduction to online services**

* How to access Government services and use a demo site for motor tax renewal.
* [www.gov.ie](http://www.gov.ie) website – three sections – Government Websites, Online Services and Citizens Information.
* Check out Med1 form on the gov.ie website homepage; navigate and identify areas you would like to explore further and in later sessions.
* Sessions 4 and 5 will cover both Government online services and online transactions in more detail as requested.

**Points to note:**

* You will need a credit or debit card to pay for most online transactions
* Be sure to check for added charges and fees
* Check also that the website offers secure payment facilities
* Check that the web address in the browser starts with http**s** rather than http – this means the site is using security when handling your money
* Use PayPal or a pre-paid credit card for extra security

**Activity:**

* Try out a mock demonstration of renewing your motor tax online at <http://omt.dcenr.gov.ie/>; read the text in the window that’s open and then close the window by clicking on the X in the top right hand corner of the window; enter the registration no. (details in the window on the left); enter the PIN (details in the window on the right); click LOGIN and follow steps 1 to 6 to the end of the demonstration.