



ST. EDMUND'S SECONDARY SCHOOL

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

DIGITAL LITERACY

FORM 2

HAKUBEZA CLETUS (Mr.)



Overview

As you learnt in **Form 1, Digital Literacy** is the ability to use digital devices, technologies, and online resources safely, effectively, and responsibly.

Email (Electronic Mail) is one of the most common ways people communicate in the digital world. It is used to send and receive messages, documents, images, videos and other files over the internet.

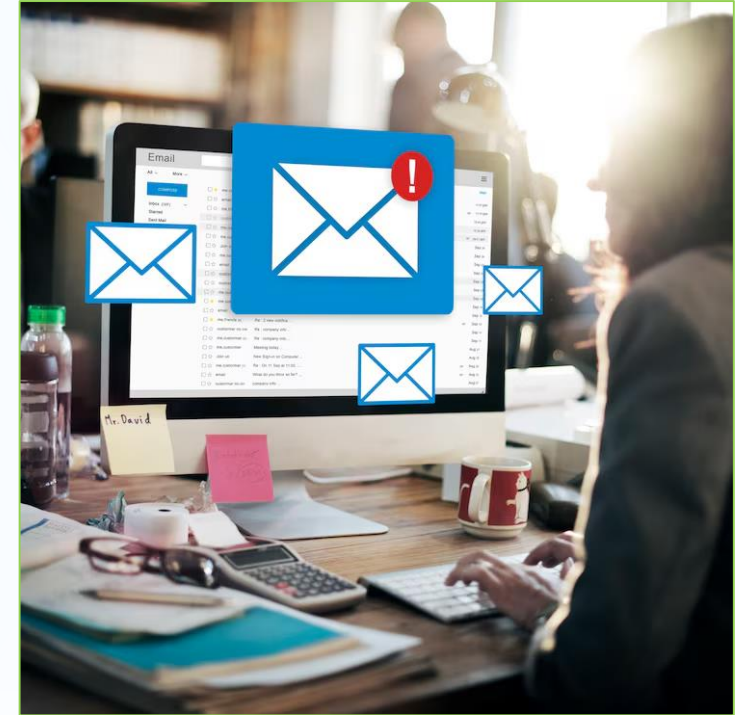
Having an email account enables you to communicate with teachers, classmates, organizations and friends professionally and securely.

Specific Competencies

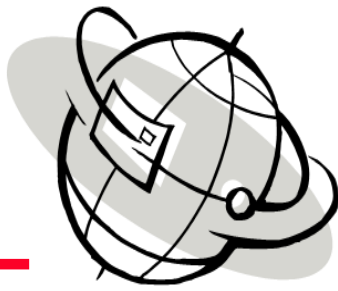
2.3.1.1 Create and Manage email accounts

Expected Standard

- ✓ Identifying different types of mailing services
- ✓ Email accounts appropriately created and managed correctly



Introduction



- In today's digital world, communication has become faster and more convenient through the use of the internet. One of the most important digital communication tools is email, which allows people to send and receive messages, documents, images and other files electronically.
- Creating and managing an email account is an essential digital literacy skill because it enables learners to communicate professionally, access online learning platforms, register for digital services and collaborate with others.

Discussion



Discuss

- Have you ever seen someone send an email?
- What do you think an email is used for?
- Can you think of situations where an email is more appropriate than sending a text message?
- If you were creating an email account today, what username would you choose, and why?



Key Vocabulary

- Email
- Email account
- Username
- Password
- Inbox
- Attachment
- Sign in
- Sign out
- Spam

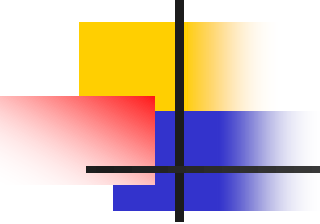


Use of Electronic Mail

E-mail service providers give you a number of functions you can perform when you have access your e-mail account. These include:

- Storing information and data
- Sending and receiving mails
- Store or delete e-mails
- Store contacts
- Keep in touch with friends
- Sending documents and data as attachments to other people.





Mailing Services

- **Mailing services** are online platforms that allow users to send, receive, store and manage electronic mail (emails) over the internet.
- They provide users with an email account that can be accessed from computers, tablets or smartphones.
- Besides sending messages, mailing services also allow users to attach files, organize emails into folders, and protect their accounts with security features.

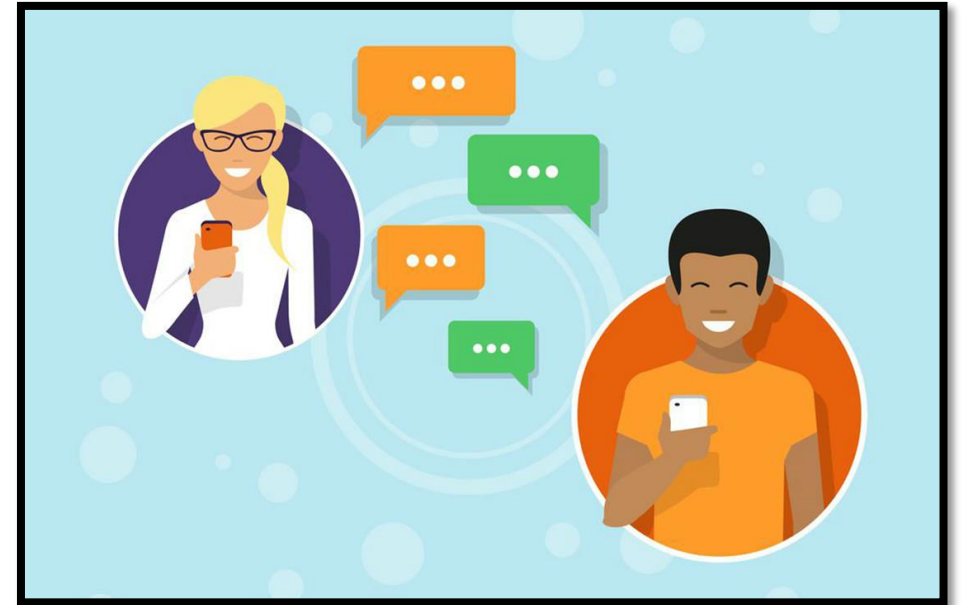
What is an Email Account?

- An **email account** is a personal online account that allows a user to send, receive, store, and manage electronic messages (emails) over the Internet.
- Each email account has a **unique email address** and is protected by a password to keep it secure.
- You first need to create an email account before you can begin sending or receiving emails.



What is an Email?

- **Email (Electronic Mail)** is a method of sending and receiving digital messages over the Internet.
- It allows people to communicate quickly by sending text, images, documents, videos, and other files from one person to another.



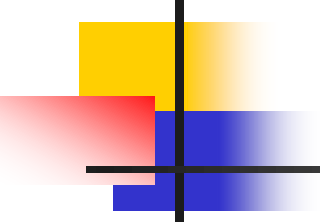
What is Instant Messaging?

- Instant Messaging (IM) is a form of online communication that allows users to send and receive messages instantly over the Internet.
- Unlike email, instant messaging happens in real time.

Examples of instant messaging applications:

- ❑ WhatsApp
- ❑ Telegram
- ❑ Facebook Messenger
- ❑ Microsoft Teams





Types of Mailing Services

- **Mailing services** are **platforms** that allow users to create email accounts and send or receive electronic messages over the Internet.

Common Types of Mailing Services

1. Gmail

- Developed by Google.
- One of the most widely used email services.
- Offers large storage space and integrates with Google services such as Google Drive, Google Meet, and Google Classroom.



Gmail

2. Yahoo Mail

- One of the oldest email service providers.
- Provides free email accounts with good storage capacity.
- Suitable for personal communication.



3. Outlook

- Developed by Microsoft.
- Commonly used in schools, businesses, and government offices.
- Integrates with Microsoft Office applications like Word, Excel, and Teams.

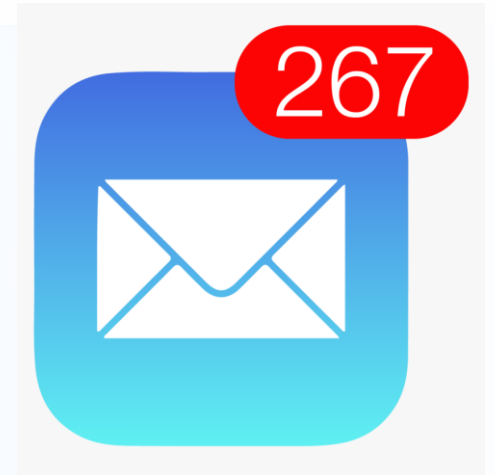


5. iCloud Mail

- Developed by Apple.
- Designed mainly for users of Apple devices such as iPhones, iPads, and Mac computers.
- Synchronizes emails across Apple devices.



iCloud Mail



6. Zoho Mail

- A secure email service often used by businesses and organizations.
- Offers both free and paid email accounts.
- Includes tools for communication and collaboration.



**Zoho
Mail**

Components of an email address

- An email address typically has three main components:

Example: hakubezkc@gmail.com

- 1. Username** (Local Part) – hakubezkc
 - Identifies the specific user or mailbox.
 - Appears before the @ symbol.



2. @ Symbol – @

- Separates the username from the domain name.

3. Domain Name – gmail.com

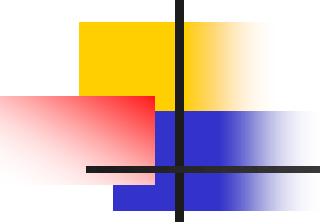
- Identifies the mail service provider or organization.
- Consists of:
 - **Domain/Host Name: gmail**
 - **Top-Level Domain (TLD): com** (which can also be a country code domain- specifies the location of a country you are operating from such as Zm- Zambia, Au- Australia, UK- United kingdom, US- United States...etc.

Example: info@airtel.org.zm

Structure: [username@domain.tld](#)

So, the basic components are **Username**, @ symbol, and **Domain Name** (including the **TLD**).





Interface of an email

- The **email interface** is the layout or screen that users see when they open an email service such as Gmail or Outlook.
- It contains different sections and tools that help users send, receive, organize, and manage emails.
- The interface (parts) of an email, including:

- **Inbox**



- **Compose**



- **To**

- **Cc**

- **Bcc**

- **Subject**



- **Message body**

- **Attachments**

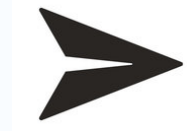


- **Send**

- **Drafts**



- **Sent**



- **Spam/Junk**

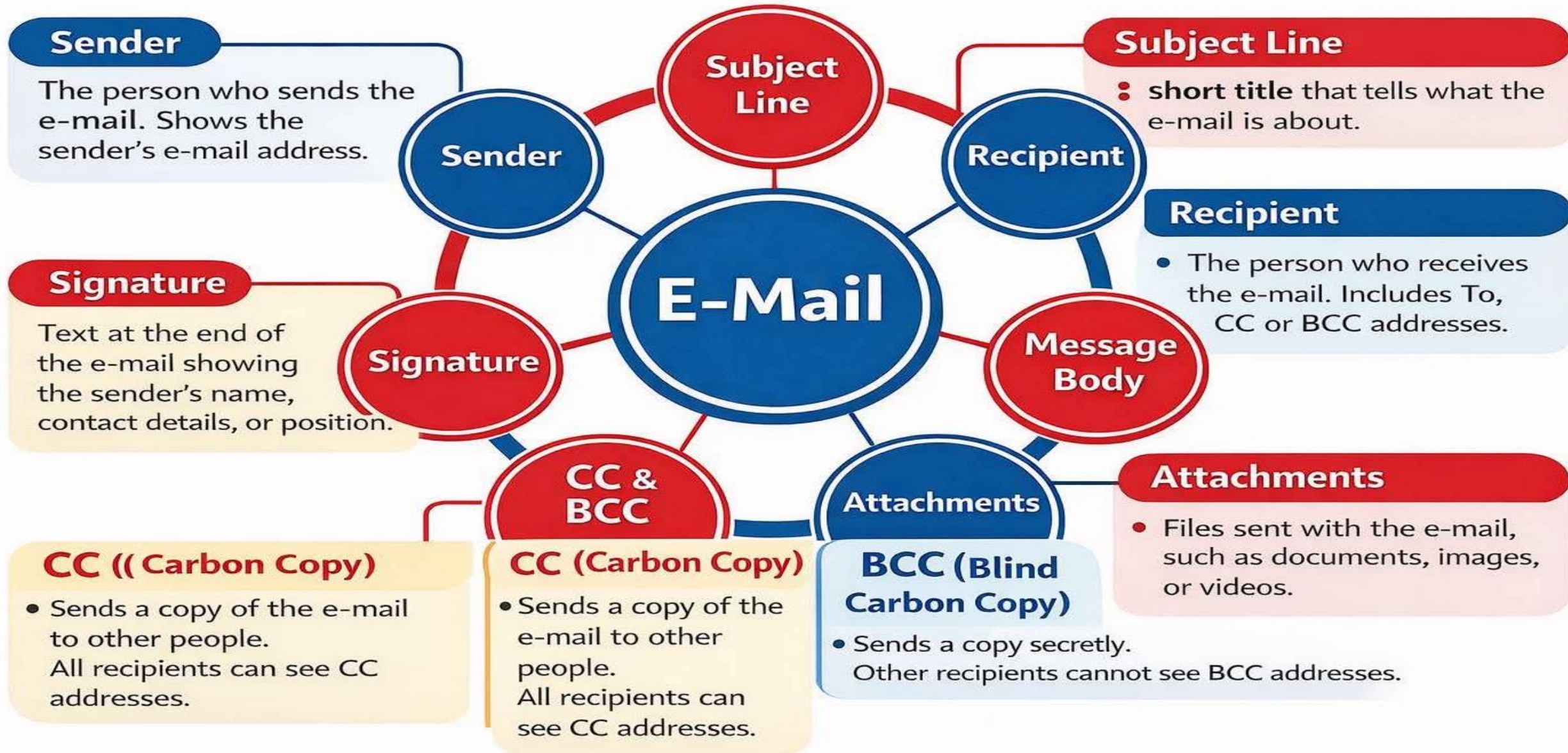


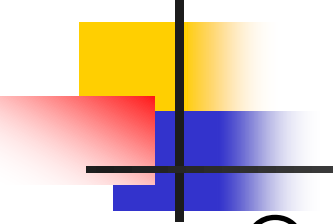
- **Trash/Bin**



- **Search bar**

Components of an E-Mail





Creating email accounts

- Creating an email account is the process of registering with an email service provider, such as Gmail, Outlook, or Yahoo Mail, to obtain a unique email address that can be used to send and receive electronic messages over the internet.
- During registration, a user provides basic information, chooses a unique username (email address), and creates a strong password.
- Having an email account enables you to communicate online, access digital learning platforms, register for websites and applications, and share files safely and efficiently.

Steps for Creating an Email Account

1. Open a web browser

- Open a browser such as Google Chrome, Microsoft Edge, or Mozilla Firefox.



2. Visit an email service provider

- Go to the website of your preferred email provider.

Examples:

- Gmail
- Outlook
- Yahoo Mail



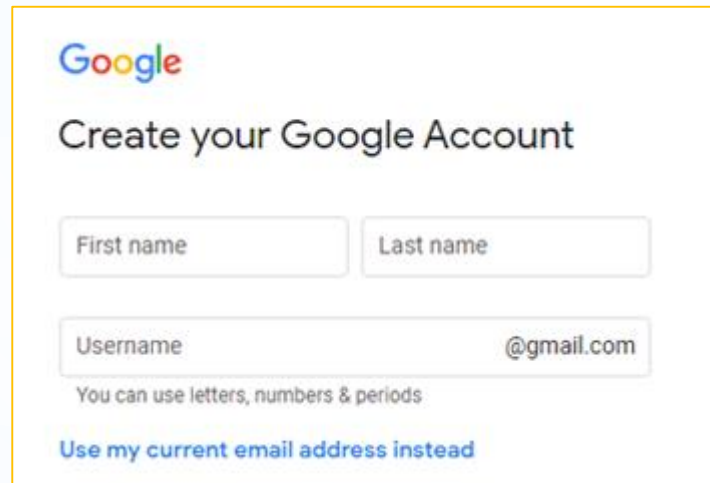
3. Click "Create Account" or "Sign Up"

- Look for the button labeled Create Account, Sign Up, or Register.

4. Enter your personal information

Fill in the required details, such as:

- First name
- Last name
- Date of birth
- Gender

A screenshot of the Google Account creation page. At the top is the Google logo, followed by the text "Create your Google Account". Below this are two input fields for "First name" and "Last name". Underneath these is a single input field for "Username" with "@gmail.com" pre-filled. A small note below the username field says "You can use letters, numbers & periods". At the bottom is a blue link that says "Use my current email address instead".

Google

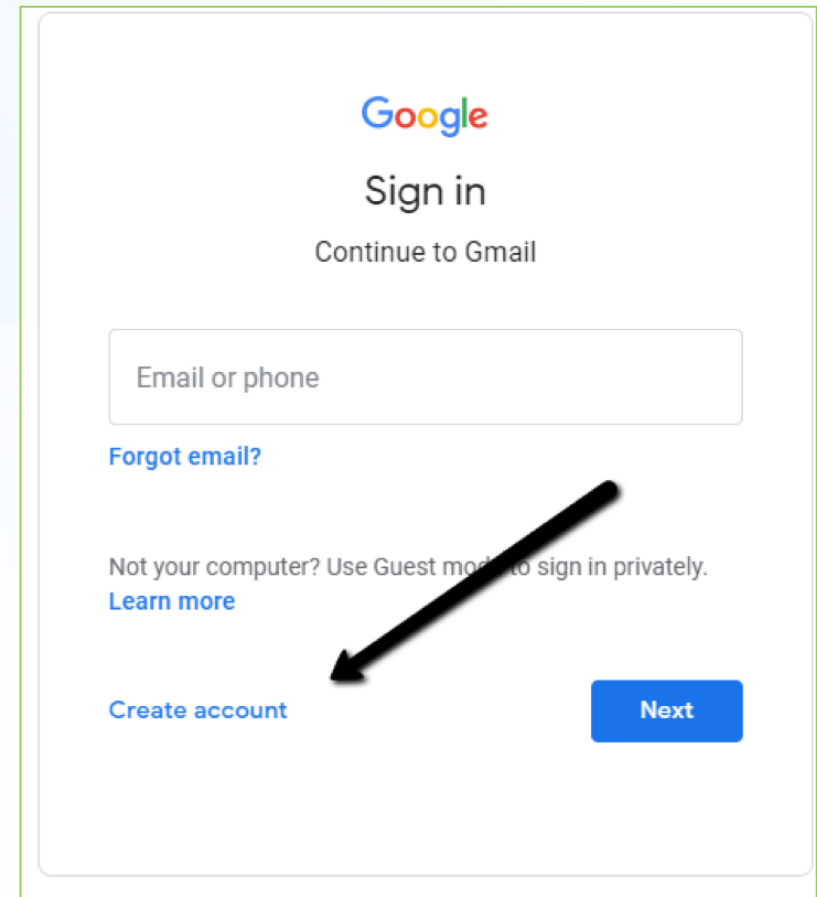
Create your Google Account

First name Last name

Username @gmail.com

You can use letters, numbers & periods

[Use my current email address instead](#)

A screenshot of the Google Sign in page. At the top is the Google logo, followed by "Sign in" and "Continue to Gmail". Below this is an input field for "Email or phone". Underneath is a blue link "Forgot email?". Further down is the text "Not your computer? Use Guest mode to sign in privately." with a blue link "Learn more". At the bottom left is a blue link "Create account", and at the bottom right is a blue button labeled "Next". A large black arrow points from the top right towards the "Create account" link.

Google

Sign in

Continue to Gmail

Email or phone

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.

[Learn more](#)

[Create account](#)

Next

5. Choose a username (email address)

- Create a unique username.

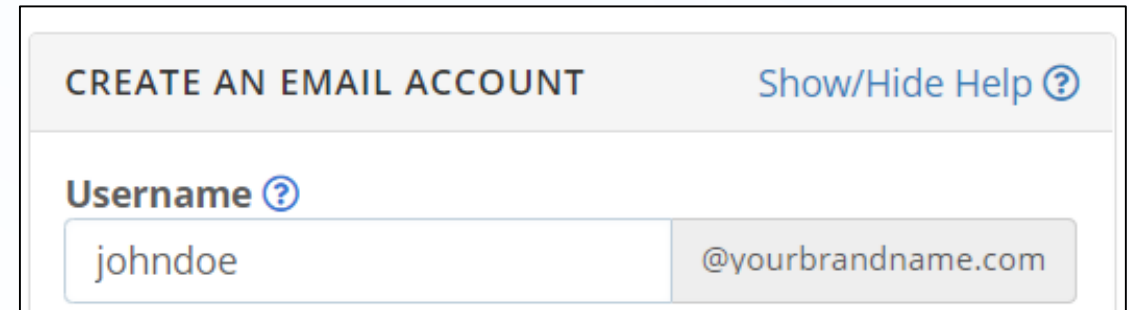
Example: hakubezakc@gmail.com

6. Create a strong password

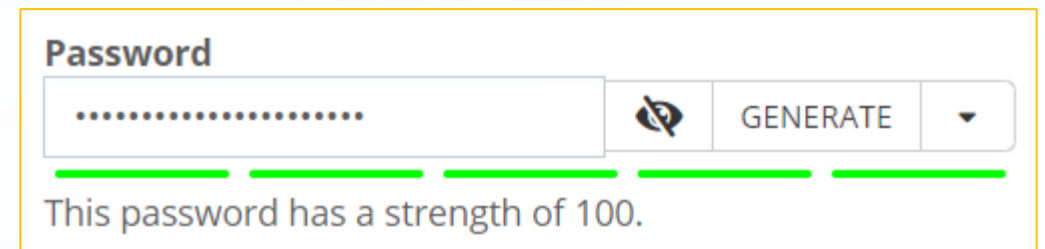
A strong password should:

- Be at least 8 characters long.
- Include uppercase and lowercase letters.
- Include numbers.
- Include special symbols where possible.

Example: HaKu@2026Learn



A screenshot of a web form titled "CREATE AN EMAIL ACCOUNT" with a "Show/Hide Help" link. The form has a "Username" label with a help icon. Below it is a text input field containing "johndoe" and a dropdown menu showing "@yourbrandname.com".



A screenshot of a password field labeled "Password". The input field shows a series of dots. To the right of the field is a toggle icon (an eye with a slash) and a "GENERATE" button with a dropdown arrow. Below the field is a green progress bar and the text "This password has a strength of 100."

7. Confirm the password

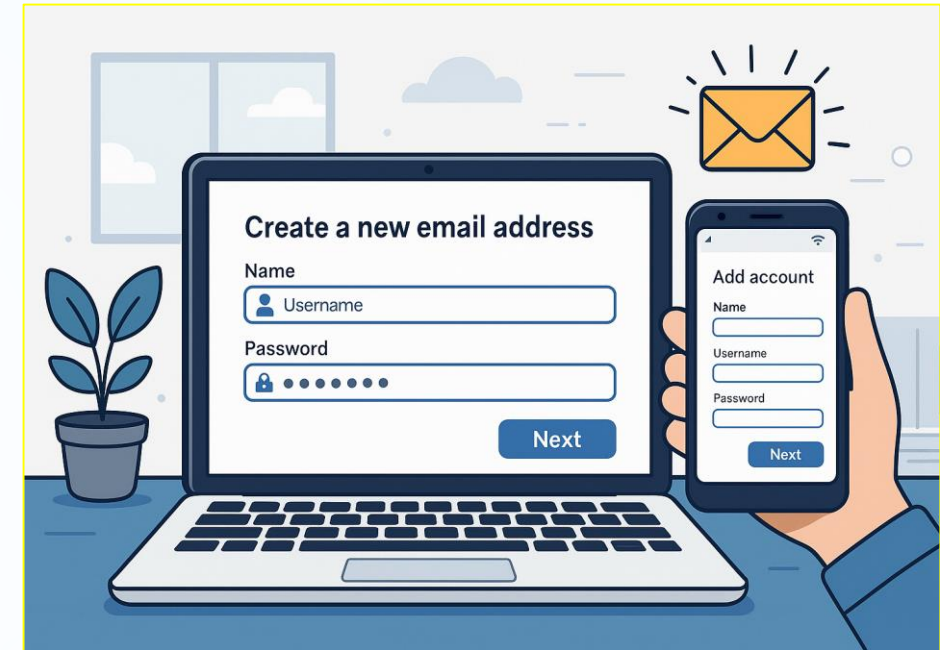
- Type the same password again to ensure there are no typing errors.

8. Provide a phone number or recovery email (optional but recommended)

- This helps recover the account if the password is forgotten.

9. Accept the Terms and Conditions

- Read the terms and click **I Agree** or **Accept**.



10. Verify your account

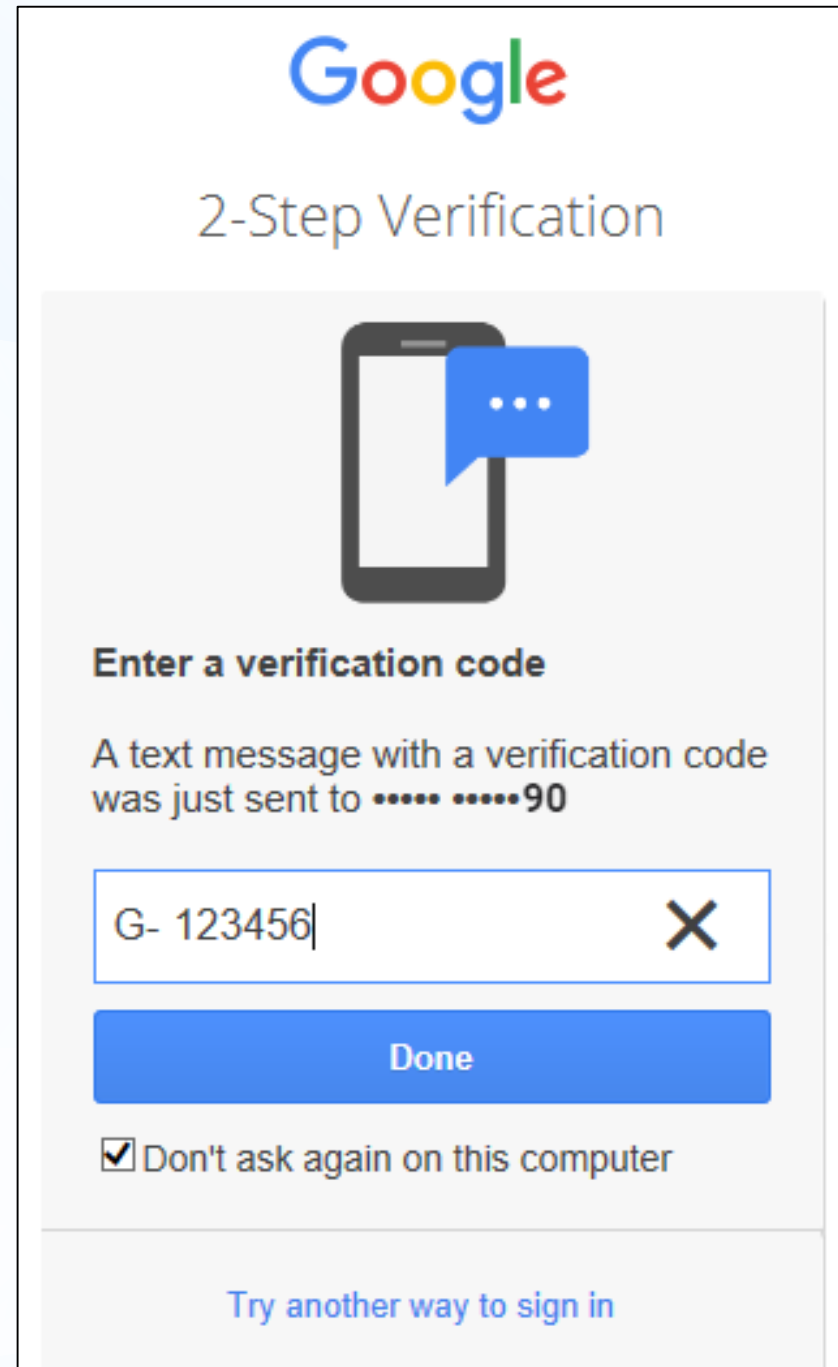
- Enter the verification code sent to your phone number or recovery email, if required.

11. Complete the account setup

- Click **Next** or **Finish**.
- Your email account is now ready to use.

Tips

- Choose a professional and easy-to-remember email address.
- Never share your password with anyone.



The screenshot shows the Google 2-Step Verification setup interface. At the top is the Google logo, followed by the text "2-Step Verification". Below this is an illustration of a smartphone with a blue speech bubble containing three dots. The main heading is "Enter a verification code". A message states: "A text message with a verification code was just sent to *****90". There is a text input field containing "G- 123456|" with a blue border and a red "X" icon on the right. Below the input field is a large blue button labeled "Done". Under the button is a checkbox labeled "Don't ask again on this computer", which is currently checked. At the bottom of the screen is a link that says "Try another way to sign in".

Google

2-Step Verification

Enter a verification code

A text message with a verification code was just sent to *****90

G- 123456|

Done

☒ Don't ask again on this computer

[Try another way to sign in](#)

Activity – Pair Work

Scenario:

Michael wants to create his first email account. He has opened the Gmail website but is unsure what to do next.

Task:

Working in pairs, arrange the following steps in the correct order:

- Create a password
- Open a web browser
- Verify the account
- Click Create Account
- Choose a username
- Accept the Terms and Conditions
- Enter personal information

Practicing sending emails

- Practicing sending emails helps you become confident in communicating online.
- By sending emails, you learn how to write messages, add recipients, include a subject, attach files, and use email responsibly.



Steps for Practicing Sending Emails:

1. Sign in to your email account.
2. Click the **Compose** or **New Message** button.
3. Enter the recipient's email address in the **To** field.
4. Type a clear and relevant **Subject**.
5. Write your message in the email body using polite language.
6. Attach a file if required by clicking the **Attach** (paperclip) icon.
7. Read through the email to check for mistakes.
8. Click **Send**.
9. Check the **Sent** folder to confirm the email was sent successfully.

New Message



To |

1

Cc Bcc

Subject

2

3

4



Sans Serif



B

I

U

A



Send



7

5

6

Activity: Classroom

- Pair up and exchange email addresses.
- You should send an email to your partner with the subject **"Greetings from Form 2 ICT"** and write a short message introducing yourself.
- The receiving learner should open the email, read it, and send a polite reply.





Calibri



12

**B***I*U~~S~~

Send



From



To

Who do you want to send the email too

Bcc

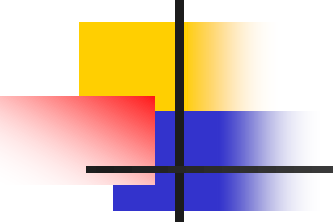
Cc

Add a subject

Subject of the Email

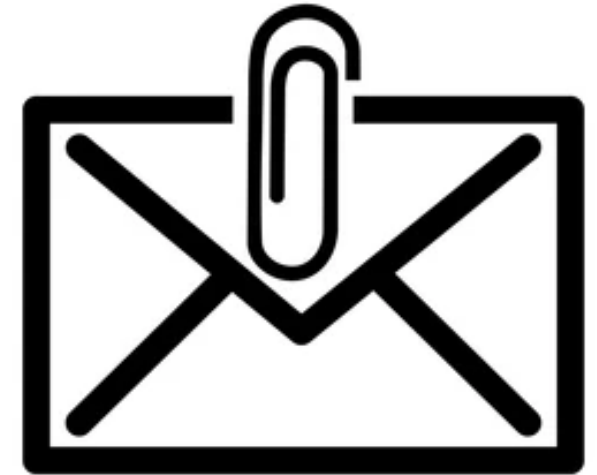
Draft saved at 16:54

Message of the Email



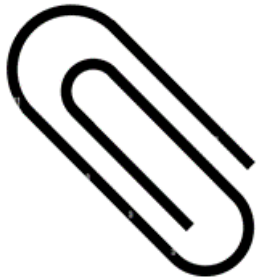
Sending an email with attachments

- Sometimes, an email needs more than just text. You can attach files such as documents, pictures, presentations, or PDFs to share information with others.
- Attachments make email a useful tool for communication, learning, and business.



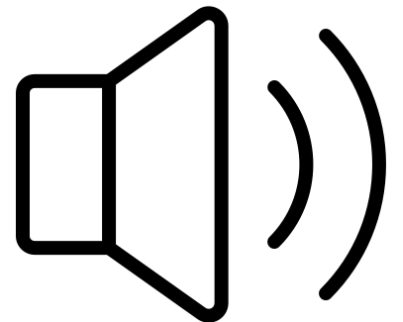
Steps for Sending an Email with an Attachment

1. Sign in to your email account.
2. Click **Compose** or **New Message**.
3. Enter the recipient's email address.
4. Type a clear subject.
5. Write your email message.
6. Click the **Attach (📎 paperclip)** icon.
7. Browse and select the file or image from your computer or phone.
8. Wait for the attachment to finish uploading.
9. Check that the correct file has been attached.
10. Click **Send**.



Types of files you can attach

- **Documents** – Microsoft Word (.docx), PDF (.pdf), Text files (.txt)
- **Images** – JPEG (.jpg), PNG (.png), GIF (.gif)
- **Presentations** – Microsoft PowerPoint (.pptx)
- **Spreadsheets** – Microsoft Excel (.xlsx)
- **Videos** – MP4 (.mp4)
- **Audio Files** – MP3 (.mp3)



Advantages of Sending Attachments

- Share documents quickly.
- Send photos and images easily.
- Submit school assignments online.
- Share presentations and reports.
- Save time and reduce paper use.

Good Practices When Sending Attachments

- Ensure you attach the correct file before sending.
- Use a meaningful file name (e.g., ICT_Assignment_Cletus.docx).
- Keep file sizes reasonable to avoid upload problems.
- Scan files for viruses before sending if possible.
- Mention the attachment in your email message.

Classroom Activity

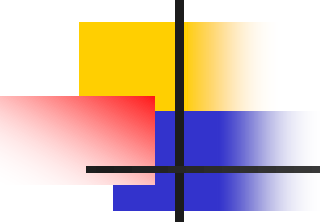
1. Create a short document titled "**My Favorite Hobby**" in Microsoft Word and save it.
2. Find or use a sample picture from the computer.
3. Compose an email to the teacher.
4. Attach both the **Word document** and the **picture**.
5. Write a short message such as: *"Good morning. Please find attached my ICT assignment and a picture. Thank you."*
6. Send the email and confirm that both attachments were uploaded successfully.

Scenario-Based Task

Your teacher has asked you to submit your ICT assignment together with a picture of your completed practical work by email before 17:00 Hours.

Task:

- Compose an email to your teacher.
- Enter the correct recipient's email address.
- Use the subject "Form 2 ICT Assignment Submission".
- Write a polite message.
- Attach your assignment document and one image.
- Send the email.



Organizing emails into folders

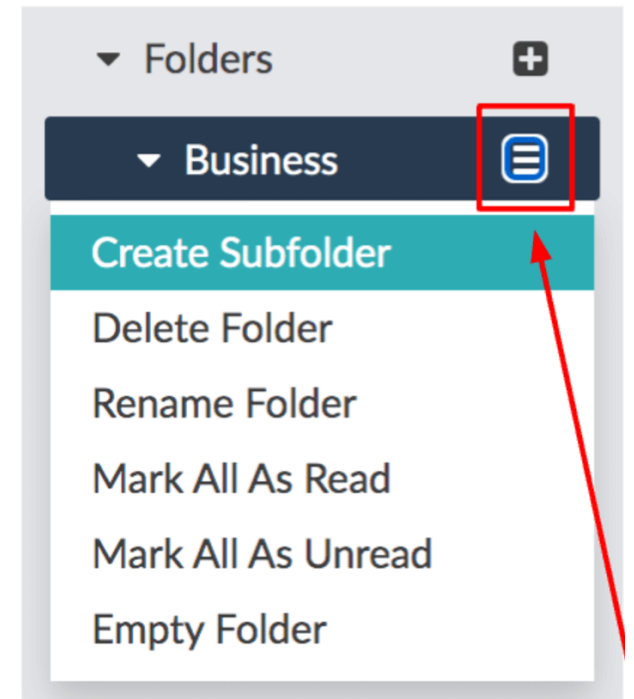
Organizing emails into folders can make your inbox much easier to manage and improve retrieval of important messages. Here are some best practices:

1. Create Broad Categories First

Start with a few main folders such as:

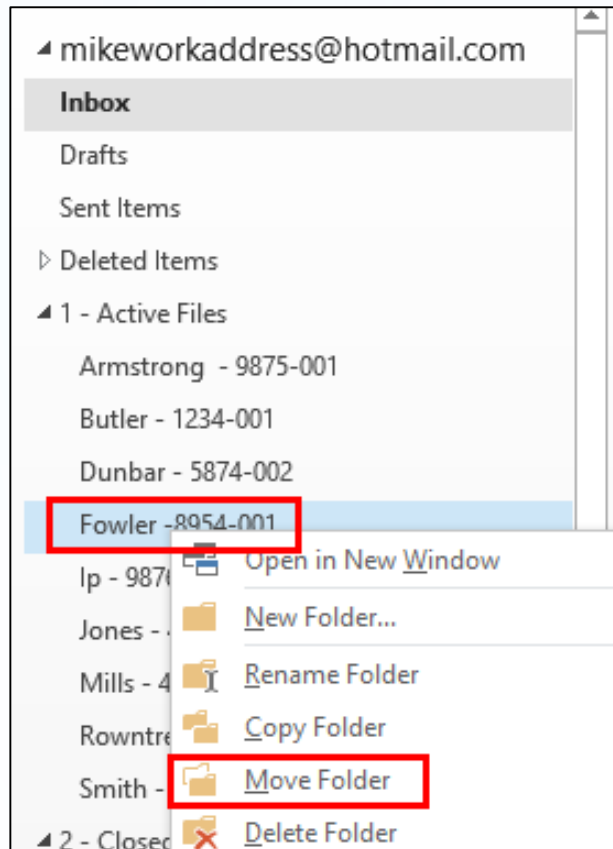
- Work
- Personal
- Projects

Avoid creating too many folders initially.



2. Use Subfolders for Specific Topics

- Within main folders, create subfolders:



3. Archive Completed Items

- Move emails that no longer require action into archive folders rather than deleting them.
- This keeps your inbox focused on current tasks.

4. Use Action-Based Folders

Consider folders such as:

- Action Required
- Waiting For Response
- Reference
- Completed

This helps manage tasks directly from your email.



5. Name Folders Clearly

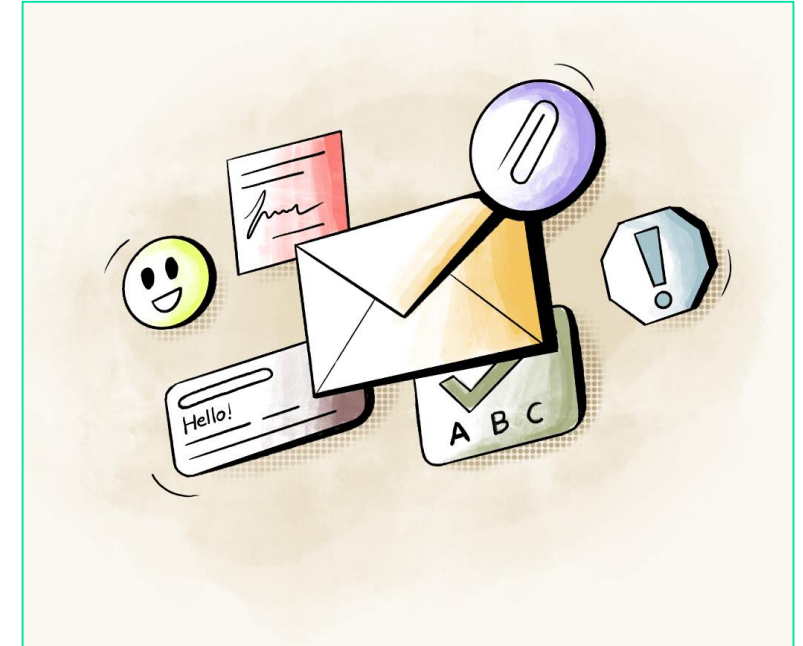
- Use simple, descriptive names so you can quickly identify where an email belongs.

6. Combine Folders with Search and Labels

- Modern email systems like Microsoft Outlook and Gmail offer powerful search tools. Use folders for broad organization and search for detailed retrieval.

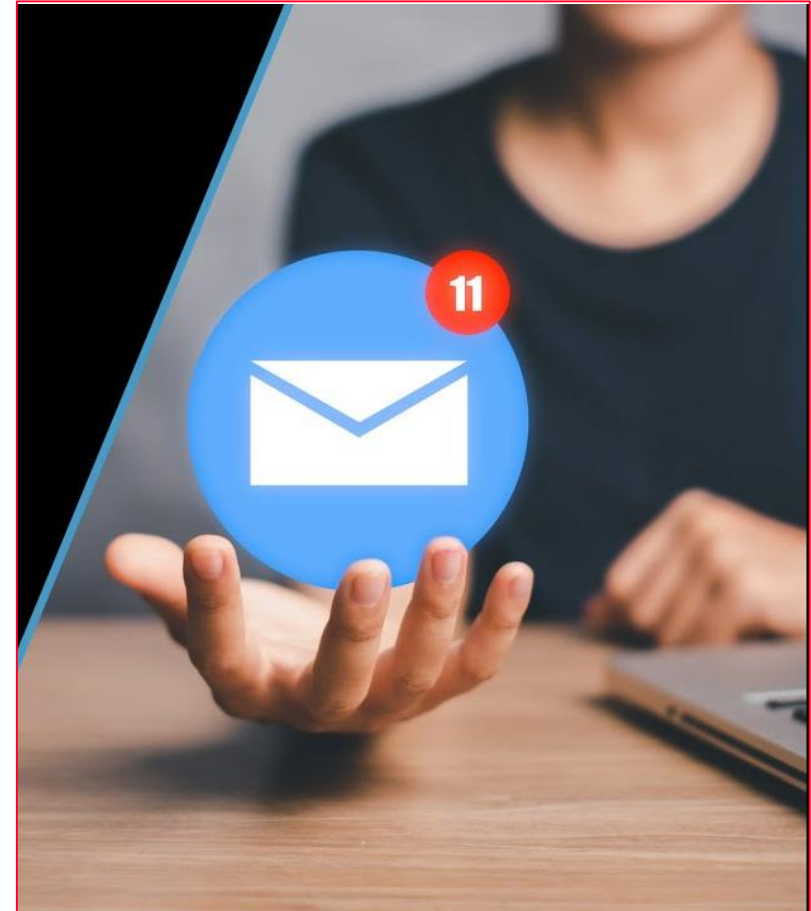
Email etiquette and responding to emails

- Email is one of the most common ways of communicating in schools, businesses, and organizations.
- To communicate effectively and safely, users should follow email etiquette (good manners when using email) and know how to respond appropriately to emails.



What is Email Etiquette?

- Email etiquette refers to the rules and good manners that should be followed when sending, receiving, and replying to emails.
- It helps people communicate politely, professionally, and respectfully.



Guidelines for Good Email Etiquette

1. Use a Clear Subject Line

The subject line should briefly explain what the email is about.

Examples:

- ICT Assignment Submission
- Request for School Information
- Meeting Reminder



2. Use a Polite Greeting

Begin your email with a respectful greeting.

Examples:

- Dear Mr. Hakubeza,
- Dear Madam,
- Hello Natasha,

3. Write Clearly and Politely

- Use simple and correct language.
- Keep your message short and easy to understand.
- Avoid rude or offensive words.

4. Avoid Writing in UPPERCASE

- Writing the entire email in CAPITAL LETTERS makes it appear as if you are shouting.

✗ Example: PLEASE SEND ME MY RESULTS TODAY!



5. Avoid Inappropriate Language

Never use:

- Insults
- Vulgar words
- Threatening messages
- Disrespectful comments
- Slang in formal emails

Always remain respectful, even when you disagree.

6. Check Before Sending

Before clicking Send:

- Check spelling and grammar.
- Make sure the correct recipient is selected.
- Ensure attachments are included if needed.
- Read the message again for mistakes.

7. End Politely

Finish with a polite closing.

Examples:

- Thank you.
- Kind regards,
- Yours sincerely,



Responding to Emails

When replying to an email:

- 1. Read the Entire Email Carefully:** Understand the message before replying.
- 2. Reply Promptly:** Respond as soon as reasonably possible, especially if the email requires action.
- 3. Answer All Questions:** Ensure your reply addresses all the points raised.
- 4. Be Respectful:** Use polite language even if you disagree.
- 5. Thank the Sender:** If someone provides information or assistance, appreciate them.

Opening Emails and Attachments from Unknown Sources

Sometimes cybercriminals send fake emails to steal information or spread viruses.

Never Open Emails From Unknown Senders If They Look Suspicious

Be careful if:

- You do not know the sender.
- The email asks for your password or personal information.
- It promises prizes or money unexpectedly.
- It contains strange links or attachments.
- The message creates unnecessary panic or urgency.

Do Not Open Suspicious Attachments

Attachments may contain harmful software (malware) or viruses.

Examples of suspicious attachments:

- Unknown PDF files
- Strange ZIP folders
- Unexpected Word documents
- Files with unusual names

Always:

- Open attachments only from trusted senders.
- Scan attachments with antivirus software where available.



Why Email Etiquette is Important

Email etiquette helps people to:

- Communicate respectfully.
- Build good relationships.
- Avoid misunderstandings.
- Maintain professionalism.
- Stay safe from online threats.

Summary

Good email users:

- Use polite greetings.
- Write clearly and respectfully.
- Avoid typing in ALL CAPITAL LETTERS.
- Avoid inappropriate language.
- Check emails before sending.
- Reply politely and promptly.
- Never open suspicious emails or attachments from unknown sources.

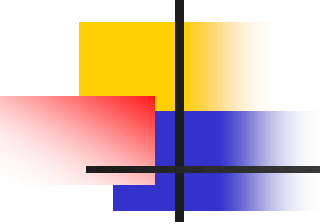
Activity: "Safe or Unsafe?"

Decide whether the action is **Safe** or **Unsafe**. Explain your answers.

Scenario	Safe or Unsafe?
Opening an attachment from your teacher.	_____
Opening a file from an unknown email address offering free money.	_____
Writing an email in ALL CAPITAL LETTERS.	_____
Using polite greetings and thanking the recipient.	_____
Sending an email without checking for spelling mistakes.	_____
Replying politely to a teacher's email.	_____

Assessment Questions

1. Define **email etiquette**.
2. State **four rules** of good email etiquette.
3. Explain why writing an email in **UPPERCASE** is discouraged.
4. Give **three dangers** of opening attachments from unknown sources.
5. State **four things** you should do before sending an email.
6. Explain how to respond politely to an email.
7. Mention **three signs** that an email may be suspicious.

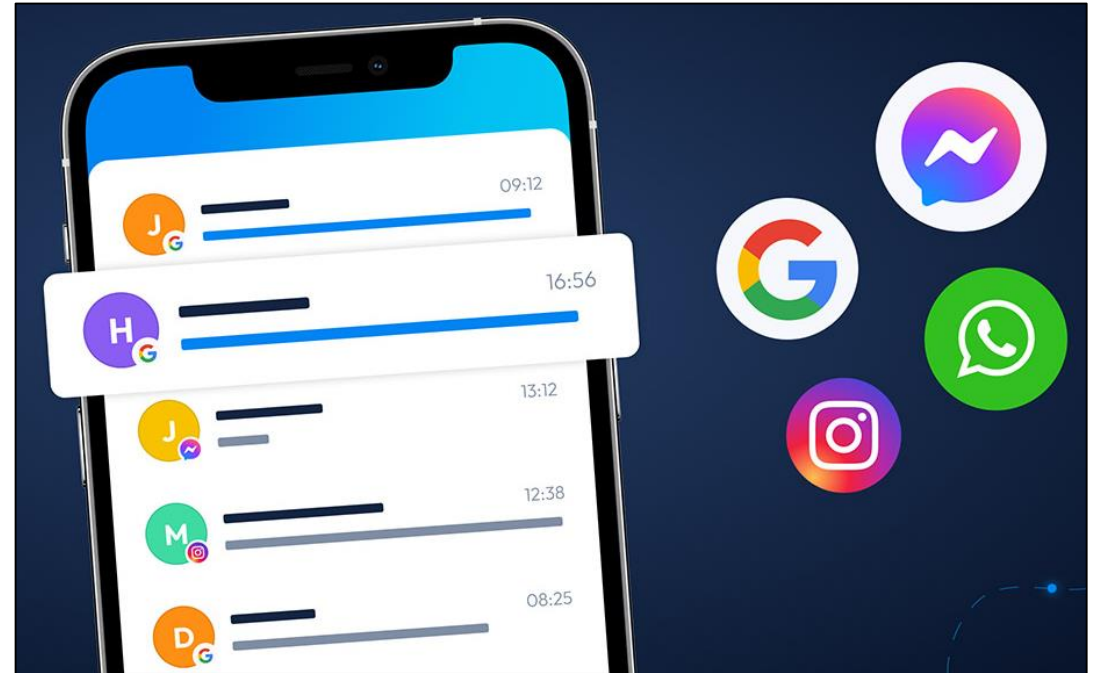


Using instant messaging apps for academic communication

- Instant messaging apps allow people to send and receive messages instantly using the internet.
- Besides communicating with friends and family, these apps can also be used for **learning, sharing information, and collaborating on school work.**
- When used responsibly, they improve communication between learners and teachers.

What is an Instant Messaging App?

An **instant messaging app** is a software application that enables users to exchange text messages, voice notes, images, videos, documents, and make voice or video calls over the internet in real time.



Uses of Instant Messaging Apps in Academic Communication

Learners and teachers can use these apps to:

- Share homework and assignments.
- Discuss class topics.
- Ask and answer academic questions.
- Receive announcements and reminders.
- Share notes, presentations, and learning materials.
- Submit assignments where permitted.
- Organize group projects.
- Conduct online discussions and revision sessions.

1. WhatsApp

WhatsApp is one of the world's most popular messaging apps. It allows users to:

- Send text messages.
- Share photos, videos, and documents.
- Make voice and video calls.
- Create group chats for class discussions.
- Share assignments and learning materials.



2. Messenger

Messenger is Meta's messaging application linked to Facebook. It enables users to:

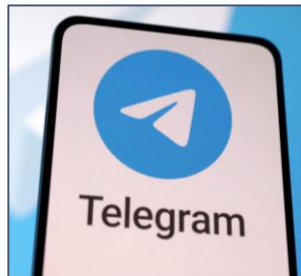
- Send instant messages.
- Make voice and video calls.
- Share documents, images, and videos.
- Create group chats for collaborative learning.



3. Telegram

Telegram is a cloud-based messaging app known for its speed and large file-sharing capacity. It allows users to:

- Send text messages instantly.
- Share large files and documents.
- Create large groups and channels.
- Store messages securely in the cloud for access on multiple devices.



4. Microsoft Teams

- A communication and collaboration platform used by many schools.
- Supports instant messaging, voice and video meetings, and file sharing.
- Teachers can create virtual classrooms and assign work.

Academic use: Online classes, group discussions, submitting assignments, and communicating with teachers.



Microsoft Teams

5. Google Chat

- Part of Google Workspace for Education.
- Allows learners and teachers to send messages instantly.
- Supports group chats and file sharing.
- Integrates with Google Classroom, Google Drive, and Google Meet

Academic use: Class discussions, sharing assignments, and group projects.



Chat

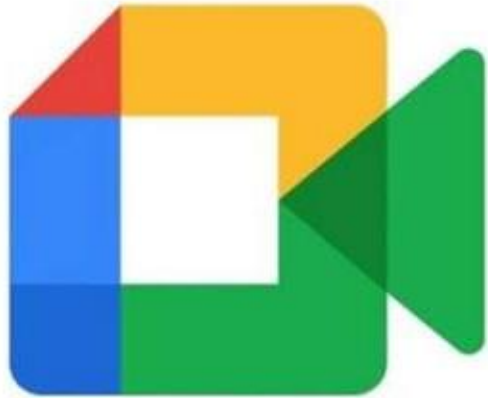
6. Zoom

- Used for online classes and has an in-meeting chat feature.



7. Google Meet

- Mainly for video meetings but also includes chat during lessons.



Google Meet

8. Slack

- A team communication app used in schools, colleges, and workplaces.
- Organizes conversations into channels based on subjects or projects.
- Supports file sharing and group collaboration.

Academic use: Project work, coding clubs, and teamwork.



Advantages of Using Instant Messaging Apps for Learning

- Fast communication.
- Easy sharing of documents and learning materials.
- Encourages teamwork and collaboration.
- Supports distance and online learning.
- Saves time and transport costs.
- Enables quick feedback from teachers and classmates.



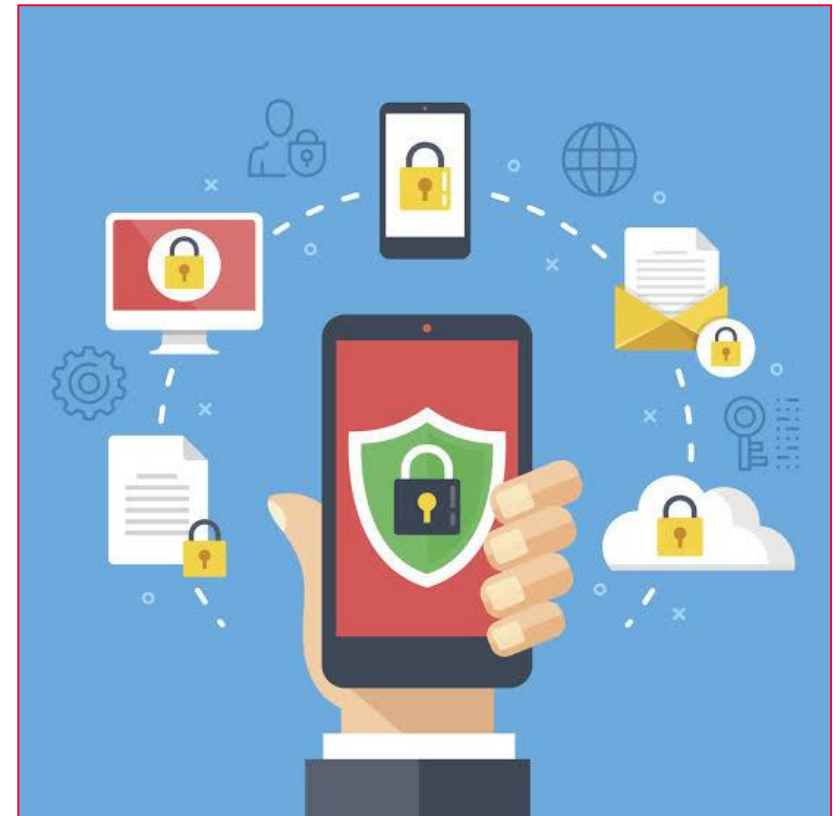
Responsible Use of Instant Messaging Apps

You should:

- Use respectful and polite language.
- Stay focused on academic discussions.
- Avoid sharing false or misleading information.
- Respect other people's privacy.
- Do not bully or insult others online.
- Avoid sending unnecessary messages during class or late at night.
- Seek permission before sharing someone's photos or personal information.

Safety Tips When Using Instant Messaging Apps

- Do not chat with strangers.
- Never share passwords or PINs.
- Do not click suspicious links.
- Download apps only from trusted app stores.
- Report inappropriate messages or users.
- Block people who harass or threaten you.
- Log out of shared devices after use.



Activity: "Choose the Best App"

Read each scenario and identify the most suitable instant messaging app (WhatsApp, Messenger, or Telegram). Give a reason for your choice.

Scenario	Best App	Reason
A teacher wants to send today's homework to the whole class.		
Four learners need to discuss a science project after school.		
A learner wants to share a large revision PDF with classmates.		
The class prefect needs to remind learners about tomorrow's test.		

Activity: The Class Group Chat

Scenario

Mr. Akapelwa has created a Form 2 ICT WhatsApp group to share homework and important announcements. During the discussion, some learners send jokes, unrelated videos, and rude messages, making it difficult for others to follow the lesson.

1. Identify the good and bad behaviors shown in the group.
2. Suggest rules that should be followed in the class group.
3. Present a short **role play** showing how learners should communicate respectfully in an academic group chat.

Next topic:

2.4 ICT IN BUSINESS

2.4.1 Electronic Business Tools

2.4.1.1 Use electronic business tools

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