## Low Intermediate Level

### Module:

**Digital Literacy**

<table>
<thead>
<tr>
<th>LESSONS</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Search</td>
<td>2</td>
</tr>
<tr>
<td>Email</td>
<td>12</td>
</tr>
<tr>
<td>Smartphones</td>
<td>32</td>
</tr>
<tr>
<td>Internet Safety</td>
<td>45</td>
</tr>
</tbody>
</table>
Lesson:
Internet Search

OBJECTIVES
In this lesson you will:

- Learn how to open a browser on a computer or a phone
- Learn how to change the language you use for Google search on your computer or phone
- Learn how to search for basic information online
- Practice filling out a simple online form

CONTENTS
New Words.........................................................................................................................3
In Your Country..................................................................................................................3
Searching for Information ..................................................................................................3
Opening a Browser ..............................................................................................................4
Language Settings.............................................................................................................5
Searching for Information .................................................................................................6
Finding Information about a Place ......................................................................................8
Filling out a Form ...............................................................................................................9
Wrap-Up.............................................................................................................................11
NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>web browser</td>
<td>a way to connect to the internet</td>
</tr>
<tr>
<td>app</td>
<td>a program on your phone</td>
</tr>
<tr>
<td>search bar</td>
<td>the area in a browser where you can type</td>
</tr>
<tr>
<td>click</td>
<td>use your finger or mouse to choose</td>
</tr>
<tr>
<td>key words</td>
<td>simple words you use to search for information</td>
</tr>
<tr>
<td>form</td>
<td>a place to write your personal information or answer questions</td>
</tr>
<tr>
<td>type</td>
<td>use the keyboard to write on a computer</td>
</tr>
<tr>
<td>dropdown menu</td>
<td>a question on a form you answer by clicking an arrow to get more answers</td>
</tr>
<tr>
<td>link</td>
<td>a series of numbers and letters that open a website</td>
</tr>
<tr>
<td>icon</td>
<td>a small picture representing a program</td>
</tr>
</tbody>
</table>

IN YOUR COUNTRY

Think about your country. Discuss in a group.

➢ How do people find new information?
➢ How often do people use phones or computers?

SEARCHING FOR INFORMATION

Today in the U.S. much of the information we want is online:

- Information about places you go, like the doctor or school
- News about your country or the U.S.
- Information about your personal interests like sports or cooking

To search online you can use a computer or your phone.
OPENING A BROWSER
To search on a computer, click and open a web browser:

To search on a phone, use an app or the search bar:

ACTIVITY: Opening a Browser
Use your phone or computer. Practice opening a browser.
LANGUAGE SETTINGS

What language do you read? You can change the language you use to search online. If you have a Google account, click on your Google icon to open your account. The icon will have the first letter of your name. Follow the steps below:
SEARCHING FOR INFORMATION

Once you have opened a browser, you can search in the search bar to find information:

On a computer:

On a phone:
Use **key words** to answer a question.

Your question:

*How tall is the Space Needle?*

Key words:

*Space Needle*

*Space Needle height*

**ACTIVITY: Internet Search Practice**

Now you try. Work with a partner. Use your phone or computer. Open a web browser. See if you can find the answers to the questions:

- What colors are the Washington State flag?
  
  __________________________________________

- How many people live in Seattle?
  
  __________________________________________

- Where is the US president from?
  
  __________________________________________
FINDING INFORMATION ABOUT A PLACE

You can use Google on your phone to find information about places you need to visit, for example a doctor’s office or DSHS. Type the name of the place and your city or neighborhood into the browser.

For example: search DSHS Seattle:

What information do you see?

Address

Hours

Phone Number

Note that big cities or neighborhoods might have many locations for one place. Look at the address to make sure it’s the right one for you.
ACTIVITY: Finding Information about a Place

Now, you try:

1. Open a browser on your phone or computer
2. Type in your city or neighborhood name and library
3. Answer the questions:
   > What is the address? ________________________________
   > What are the hours? ______________________________
   > What is the phone number? _________________________

FILLING OUT A FORM

Sometimes, you will be asked to give information by filling out a form online, for example for a job application, school or shopping.

There are several ways to give answers to questions online:

**Writing an answer**

Some questions will have a blank space for you to write an answer:
Some questions will have a box or circle for you to select. Use your mouse or finger to choose:

![Image of a selection box with options Yes and No.]

Some questions have a dropdown menu. This is an arrow you click on to see more answers that you can choose. Use your mouse or finger:

![Image of a dropdown menu with options WA, UT, VA, VT, WI.]

*State: WA

UT
VA
VT
WI
ACTIVITY: Filling out a Form

Use your computer or phone to practice filling out a form. If you’re using your computer or phone, type the link into the browser:

https://tinyurl.com/y6n4y2t7

Or, if you’re using your phone, you can open your pictures app and scan the QR code below:

WRAP-UP

What did you practice today? Will you use this information in the future? How? Share with a group or tell your teacher.
Lesson:
Email

OBJECTIVES
In this lesson you will:

• Check your inbox and read email
• Practice writing an email
• Learn how to reply to an email
• Know how to manage your inbox

CONTENTS
New Words................................................................. 13
In Your Country.......................................................... 14
What is Email?.............................................................. 14
Checking your Inbox ..................................................... 16
Composing an Email .................................................... 19
Replying to an Email .................................................... 24
Managing your Inbox ................................................... 27
Deleting Emails .......................................................... 30
Wrap-Up........................................................................ 31
## NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>email</td>
<td>electronic mail</td>
</tr>
<tr>
<td>email address</td>
<td>your electronic address: <strong><strong>@</strong></strong>.com</td>
</tr>
<tr>
<td>log in</td>
<td>to type your username and password so you can open your email account</td>
</tr>
<tr>
<td>@</td>
<td>&quot;at&quot; symbol. Required in every email address</td>
</tr>
<tr>
<td>username</td>
<td>the name you want to use for email, the first part of your email address</td>
</tr>
<tr>
<td>password</td>
<td>a secret series of numbers, letters, etc., like the key to a door</td>
</tr>
<tr>
<td>inbox</td>
<td>a list of emails other people sent to you</td>
</tr>
<tr>
<td>sender</td>
<td>the person sending the email</td>
</tr>
<tr>
<td>recipient</td>
<td>the person receiving the email</td>
</tr>
<tr>
<td>subject</td>
<td>the topic of the email</td>
</tr>
<tr>
<td>compose email</td>
<td>write an email</td>
</tr>
<tr>
<td>greeting</td>
<td>“hello” at the beginning of the email</td>
</tr>
<tr>
<td>body</td>
<td>the main part of the email</td>
</tr>
<tr>
<td>attachment</td>
<td>documents or images included with an email</td>
</tr>
<tr>
<td>signature</td>
<td>your name at the end of an email</td>
</tr>
<tr>
<td>send email</td>
<td>make an email go from one person to another</td>
</tr>
<tr>
<td>spam or junk mail</td>
<td>not personal email, sent to mass audience</td>
</tr>
<tr>
<td>unsubscribe</td>
<td>taking your email off a list</td>
</tr>
</tbody>
</table>
IN YOUR COUNTRY

Work with a small group and discuss these questions.

- Did you use email in your country? For what purpose?
- Did you use email on your phone, or on a computer?
- Do you use email now? How often?
- Who do you receive emails from? What are they about?

WHAT IS EMAIL?

Email is electronic mail. You don’t have to use a stamp and wait for it in your mailbox. The message or information is delivered electronically (on your phone or computer) and instantly.

We will use Gmail in our examples, but there are many free email providers you can use (such as Outlook or Yahoo).
OPENING EMAIL

On the Computer

1. Open a new window in your Web browser.
2. Open your email program. (Google, Outlook, Yahoo)
3. Log in to your email account. Type **username** and click **Next**.
4. Then enter your **password** and click **Next**.
Your Phone

Click on the email icon and the Inbox will open. (The first time you’ll have to log in to your account, using your username and password.)

Gmail  Yahoo  Outlook

CHECKING YOUR INBOX

Every day you get many emails. They can all look important, but it is good to learn which emails you need to answer, and which emails you can delete.

Your Inbox is a list of all your emails. From the Inbox, you can see the Sender, the Subject, and the Date Sent.

The newest emails will be at the top. Unread emails will be in bold.
After you open the message, you can choose to **Reply** to the email, **Delete** the email, or **Return** to the Inbox.
ACTIVITY: Answer Questions About at an Email

To: Mari Chang <mari.chang@uwmedicine.org>
Subject: Appointment reschedule
Date: September 10, 2020 9:11 AM

Dear Dr. Chang,

I need to cancel my doctor’s appointment for next week. My family is going to a wedding. I will call to reschedule.

Thank you,
Elsa Dano

Questions

➢ Who is the sender?
   Name___________________________________
   Email address___________________________________

➢ What is the date? _________________________

➢ What is the subject? _______________________

➢ What is the message? __________________________

ACTIVITY: Your Inbox

Look at your phone or computer.

➢ Who sent you the newest email?
➢ When was it sent?
➢ What was it about?
COMPOSING AN EMAIL

Compose is another word for “write.” Why do people write emails? You may want to ask your child’s teacher a question, ask your boss for time off, or say hi to a friend in your home country.

On the computer click Compose in the top left of the window.

On the phone click Compose in the bottom right of the Inbox.
A blank message will open.

**Writing an email**

1. Type the email address you are sending **To**, and the **Subject**. Make sure the address is 100% correct. Even one letter or number wrong, and it won’t go to the right person.

2. The **subject** should be short and clear. Explain why you’re sending the email.

**Tips:**

**DON’T** write the whole email in the **Subject** – only a few words.

**DON’T** write the **subject** in all caps.

For example, this is an email to Anni Li about dinner on Saturday.
3. Write the **message**. Start with a **greeting**, then the **reason** you are writing the email.

4. Finish with a **closing sentence**, and a closing phrase with your **signature** (your name).

5. Then click **Send** to send your email.

Here is the message, inviting Anni to dinner.

**TIP:** Be sure to read and reread your email again. Check the spelling and that the message is clear – before you send it.
Attaching a File

You can attach a file or add a picture to an email.

On a **computer**, use the icons at the bottom of the email.

On a **phone** click on the paperclip to send an attachment (file, picture, or video). Then click the triangle to **Send**.
ACTIVITY: Compose an Email

Practice writing an email to your class instructor. Write an email in the space below to ask if you can miss class next week.

Don’t forget to include:
• The subject
• Dates you will be gone.
• The reason you can’t come to class.

When you are finished, practice reading the email out loud to a partner. Make corrections. Then write it on your computer or phone.
REPLYING TO AN EMAIL

When you have an email open, you can *Reply* to it.

Click the arrow at the top right.

When you *reply* to an email, you don’t need a subject. Your reply email will keep the same subject as the original email.

*Reply All* will send your reply to all of the recipients. You can also *Forward* the email to another person.

You can *Block* an email. That means you won’t get any more emails from that Sender.
ACTIVITY: Replying to an Email

You received this email about coming to a Parent-Teacher conference at your child’s school.

From: cwking@seattleschools.org
To: (write your email address)
Subject: Parent-Teacher Conferences

Dear Parent,

We would like to schedule a time for you to meet with your child’s homeroom teacher. We are having conferences between November 23-25. Could you please let us know what days/times you are available?

We look forward to meeting with you.

Best,
Charlotte King
Mercer Island Middle School
Write a reply to the teacher. Make sure to use:

- Subject
- Greeting
- Body
- Closing sentence
- Signature

To: cwking@seattleschools.org
Subject: Parent-Teacher Conferences

Dear ____________________

__________________________________________

__________________________________________

__________________________________________

__________________________________________

(Your name) ____________________
MANAGING YOUR INBOX

Every day you get many emails. Emails can be about available jobs, your children’s school, or about buying something new. About 90% of spam mail (junk mail), or promotional mail (trying to sell you something). How do you decide what to keep and what to delete?

Most email servers separate your email into folders. Usually the Spam (also called Junk Mail) and Promotional emails will automatically go into a separate folder.

On a computer, the folders on the left side of the email window or above the Inbox.
On a **phone**, you can find the list of folders by clicking the three lines next to Search.

The list of folders will open.

**ACTIVITY: True or False**

1. T/F Never open an attachment if you don't know the Sender.
2. T/F You can Search for an email in your Inbox.
3. T/F All your emails go into one folder.
4. T/F You can choose to stop getting emails from people.
5. T/F If you delete an email, you can never read it again.
6. T/F You have to delete each email one at a time.
Answers

1. **TRUE** The attachment may have a virus that will do bad things to your computer.

2. **TRUE** Use **Search mail** in the toolbar at the top. You can search for a person’s name or a keyword.

3. **FALSE** If you can’t find an email, check the Junk folder.

4. **TRUE** You can unsubscribe from any email list. Scrolling down to the bottom of the email and click **Unsubscribe**.

   **TIP:** Every email list is a little different, but there is always a place to unsubscribe. Click on it, and you will stop getting emails from that sender.

5. **FALSE** You can open the Trash folder and find deleted emails.

6. **FALSE** You can delete many emails at the same time.
DELETING EMAILS

When you don’t need an email message anymore, you can delete or erase it.

1. Click the box to the left of the first email you want to delete.

2. Click the **Delete** icon.

3. If you want to delete many emails at once, click the box next to the first email you want to delete. Then, hold the <Shift> key and click next to last email you want to delete. You will see check marks next to all the emails in-between.
WRAP-UP
Open your email on your phone or laptop. Look at your last five emails. Practice:
• Composing an email
• Replying to an email
• Deleting emails
Lesson:
Smartphones

OBJECTIVES
In this lesson you will:

• Learn about different uses of a smartphone
• Learn different button, icons and actions commonly used on a phone
• Understand the benefits and learn how to connect to Wi-Fi
• Learn about apps and how to download them
• Learn about smartphone storage and security

CONTENTS
New Words.................................................................33
In Your Country..........................................................33
Common Uses of a Smartphone........................................34
Operating System.........................................................36
Buttons and Icons.........................................................37
Actions..................................................................38
Connecting to Wi-Fi......................................................39
Apps (Applications).......................................................40
Wrap-Up..................................................................44
### NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>access the Internet</td>
<td>use Wi-Fi to connect with an internet browser</td>
</tr>
<tr>
<td>operating system</td>
<td>the software that supports your phone’s functions</td>
</tr>
<tr>
<td>icon</td>
<td>a small picture representing a program</td>
</tr>
<tr>
<td>signal</td>
<td>an icon on your phone that shows you if you have access to Wi-Fi</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>wireless technology that allows you to access the internet</td>
</tr>
<tr>
<td>app</td>
<td>a program designed to do specific things</td>
</tr>
<tr>
<td>storage</td>
<td>the amount of information you can keep on your phone</td>
</tr>
<tr>
<td>security</td>
<td>ways to keep your phone safe</td>
</tr>
</tbody>
</table>

### IN YOUR COUNTRY

Talk in a group.

- Did you have a cell phone in your country?
- Did you have a smartphone?
- What did you use it for?
COMMON USES OF A SMARTPHONE

Nowadays, we use smartphones to make phone calls and send text messages. We can also use them to take pictures, check emails, access the internet.

**ACTIVITY: Think About How You Use Your Phone**

Read the uses and check the ones that apply to you. Add two more uses to the list. Circle 4 most common uses for you.

<table>
<thead>
<tr>
<th>Yes/No</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____</td>
<td>Make phone calls</td>
</tr>
<tr>
<td>_____</td>
<td>Send text messages</td>
</tr>
<tr>
<td>_____</td>
<td>Check your email</td>
</tr>
<tr>
<td>_____</td>
<td>Take photos</td>
</tr>
<tr>
<td>_____</td>
<td>Check Facebook or Twitter</td>
</tr>
<tr>
<td>_____</td>
<td>Play games</td>
</tr>
<tr>
<td>_____</td>
<td>Use a calculator</td>
</tr>
<tr>
<td>_____</td>
<td>Check your bank account</td>
</tr>
<tr>
<td>_____</td>
<td>Use Google maps app for directions</td>
</tr>
<tr>
<td>_____</td>
<td>Check weather</td>
</tr>
<tr>
<td>_____</td>
<td></td>
</tr>
<tr>
<td>_____</td>
<td></td>
</tr>
</tbody>
</table>
Smartphones can make life easier and more efficient, but they can also be harmful. Texting while driving has become a big problem in the US. Many traffic accidents have been caused by drivers texting and not keeping their eyes on the road.

**ACTIVITY: Benefits and Downsides**

Work in a small group. Write about benefits and downsides that smartphones bring.

<table>
<thead>
<tr>
<th>Good</th>
<th>Bad</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help communicate with friends and family</td>
<td>Smartphones can cause a car accident.</td>
</tr>
</tbody>
</table>
OPERATING SYSTEM
All smartphones are different. Depending on the type of phone you get, you will be using one of three types of operating system:

- iOS (iPhone and iPad),
- Android (Samsung, HTC, Sony Xperia), or
- Windows Phone (Nokia Lumia).

Questions
➢ What phone do you have? ________________________________
➢ What is the operating system? ____________________________
**BUTTONS AND ICONS**

**Signal Icon**
There are 5 bars that indicates the strength of signal. If it is low (1 or 2 bars), then your connection will be slow.

**Battery Icon**
If you see the battery is low, you should charge your phone.

**WiFi Icon**
There are 4 or 5 shapes to show how strong your WiFi connection is. If it is low, your internet speed will be slow.

**Power Button**
This button will turn the screen on and off. It will also turn the phone off if you keep pressing on it for 5 seconds. To turn it back on press and hold for 5 seconds.

**Volume Buttons**
These buttons will turn the volume up or down.

**Search Bar**
Tap here to look up any question or website you want. (On Android phones only)

**Home Button**
This button will exit any app you are in and take you to the home screen.

**Headphone Jack**
You can insert headphones here to listen to audio.

**Charging Port**
You can insert a charger here to charge the battery.

**Home Screen**
This page allows you to access things like apps, the weather, the time or the search bar.

**Apps**
Tap on these to open a program, which allows you to do certain things, like use the camera to take picture, check the weather, or text other people.

*Please note that the different smartphones will have slightly different buttons and icons.*
ACTIONS

You can use your fingers to use the touchscreen. Here’s a list of the most common actions.

- **Single tap** will open apps or menus
- **Double tap** will allow you to zoom in when using a browser or viewing maps
- **Swipe to the left/to the right** will unlock phone or switch between browser tabs
- **Swipe down from the top** will bring down notifications screen letting you know about any messages, or missed calls. Can be accessed on lock screen too
- **Swipe up from the bottom** will brings up Quick Settings panel (shortcuts to camera, Wi-Fi, flashlight and so on) on some phones.
- **Pinch** screen will zoom in. Usually features when you’re on browsers or viewing maps. Doing the reverse allows you to zoom out.
- **Press and hold** on your main screen will allows you to move apps around or delete them.

ACTIVITY: Practice Smartphone Actions

Form small groups and practice using different buttons and actions on your phone. Quiz each other on the new vocabulary.
CONNECTING TO WI-FI

Most smartphones and tablets can connect to the internet using Wi-Fi without using your data. Wi-Fi is often free or cheap. You can download and watch videos all day long using Wi-Fi at no additional charge. Data is part of your phone plan that you pay for. If you use data, you can easily exceed its limit. Wi-Fi is widely available; many homes, businesses, and other locations offer Wi-Fi. There are several ways of accessing your Wi-Fi settings and connecting to a Wi-Fi network. You can either connect via your Quick Settings panel, Connections settings

Using Quick Settings

1. Swipe down to access your Quick Settings and tap on Wi-Fi icon to turn on your Wi-Fi settings
2. Tap on the Wi-Fi icon to view available Wi-Fi networks
3. Select your Wi-Fi network
4. Enter the Password then tap Connect

Using Connection Settings

1. Go to your Settings, and then to Connections
2. Turn on Wi-Fi then tap again to view more settings
3. Select the Wi-Fi network you would like to connect to
4. Enter the Password then tap Connect

ACTIVITY: Connecting to Wi-Fi

Form small groups and connect to the school Wi-Fi. The teacher will provide you with the necessary information. Help each other get connected to Wi-Fi on your phones.
**APPS (APPLICATIONS)**

All smartphones come with apps. Apps save time. They make it easier and more convenient for people to do things. You need to tap on an app to open it.

Some apps you have to pay for, but most apps are free.

In order to download an app, you need to search for it in the App Store or Play Store.

- **Google Maps** app can help you plan a trip for any type of transit.
- **Bank apps** can help you check your bank account balance daily, transfer money instantly, check deposits, and do much more.
- **Zoom app** helps you meet with other people.
- Your children’s **school app** can help you check your kids' grades, see what homework assignments they have and get school notifications on time.
- **Alarm apps** can help you set an alarm so you don’t wake up late and miss school or work.
- A **calendar app** can help you remember when you have a scheduled doctor’s appointment or a job interview.
How to Use a Calendar on a Smartphone

Open the calendar app.

Select the date you want to mark.

Set a title and set the day/time, then press "add".

You can view the event by clicking on the black-highlighted dot.
Social Media Apps

Facebook, Twitter, and Instagram are examples of social media networks. They make it easy for us to stay in touch with friends and family. You can download social media network apps from App Store and update your status on Facebook or upload a picture to Instagram. It is convenient, but face-to-face communication with family and friends might be a better option. Also, it’s a bad idea to use social media apps while at work. If your supervisor see you do it, you might lose your job.
Downloading Apps

There are thousands of Android and Apple apps available for download. You have to be careful when you choose which app to download. To get credible and safe apps, pay attention to the following features:

1. Number of downloads. For popular apps the number of downloads will be large.

2. Company name. Look for familiar names. Make sure the spelling is correct.

3. Reviews. You can read reviews of other people who downloaded the app to see if there are any major problems with it.

ACTIVITY: Download an Email App

Do you have an email app on your phone? Work in a group. Download an email app. Help each other download the correct app.

When you finish using the app, you need to properly close it.

Storage

Sometimes you cannot download an app because your phone doesn’t have enough storage. You can delete the apps you don’t use by pressing and holding the app icon on the home screen for 5 seconds and then selecting X. This will free up space for other apps.
Security
You should protect all the information on your phone by setting up a password or a pin code that is easy to remember, but hard for other people to guess.

Here are some tips for creating a good, memorable password:

1. Make it a phrase with punctuation.
2. Use both letters and numbers.
3. Don’t use spaces.
4. Don’t use your name or name of your family members.

For example:

Englishisfun1! is a good password.

WRAP-UP
Read the sentences. Answer Yes/No.

I know how to...

___ download an app.
___ delete an app.
___ connect to Wi-Fi.
___ free up storage.
___ check my email on my phone.
___ send an email from my phone.
Lesson:
Internet Safety

OBJECTIVES
In this lesson you will:

• Learn about online safety
• Know how to make a good password
• Learn about secure and unsecure websites
• Know about online scams

CONTENTS
New Words...................................................................................................................... 46
In Your Country............................................................................................................. 46
Safety on the Internet ................................................................................................. 47
Online Security ............................................................................................................. 47
Strong Passwords ......................................................................................................... 50
Sending Information On the Internet .......................................................................... 53
Scams ............................................................................................................................ 56
Wrap-Up......................................................................................................................... 61
NEW WORDS

<table>
<thead>
<tr>
<th>Words</th>
<th>Meanings</th>
</tr>
</thead>
<tbody>
<tr>
<td>secure</td>
<td>safe, not dangerous</td>
</tr>
<tr>
<td>username</td>
<td>a name you use for a website</td>
</tr>
<tr>
<td>password</td>
<td>a secret set of letters and numbers you use to sign on to a website</td>
</tr>
<tr>
<td>nickname</td>
<td>a name you use, not your real name</td>
</tr>
<tr>
<td>special characters</td>
<td>symbols that are not numbers or letters; for example, !, &amp;, and @</td>
</tr>
<tr>
<td>strong password</td>
<td>a password that is not easy to guess</td>
</tr>
<tr>
<td>encrypted</td>
<td>protected so that only the person who sends a message and the person who gets the message can read it</td>
</tr>
<tr>
<td>encryption</td>
<td>a way to protect information so other people can’t read it</td>
</tr>
<tr>
<td>unsecure</td>
<td>not safe</td>
</tr>
<tr>
<td>URL</td>
<td>the address of a website; for example, <a href="https://www.google.com">https://www.google.com</a></td>
</tr>
<tr>
<td>scam</td>
<td>using information that is not true to get money, personal information, etc.</td>
</tr>
</tbody>
</table>

IN YOUR COUNTRY

Discuss with a group.

- Do many people use the internet?
- What do people do online?
- Is it easy to be safe on the internet?
SAFETY ON THE INTERNET

ACTIVITY: What Do You Know?

How much do you know about keeping your information safe online?

Answer these questions with YES, MAYBE, or NO:

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>MAYBE</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know how to keep my information safe online.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know how to make a strong password.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can check if a website is secure.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I know what a scam is.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I understand how to check if something is a scam.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ONLINE SECURITY

It’s important to keep your information safe online. Some information is okay to tell other people or share online. Other information you need to keep secure. You shouldn’t tell it to other people or share it online.
ACTIVITY: Secure Information

What information needs to be more secure?

<table>
<thead>
<tr>
<th>Less Secure</th>
<th>More Secure</th>
</tr>
</thead>
<tbody>
<tr>
<td>It’s usually okay to share this online.</td>
<td>Keep this information safe! Never share it online.</td>
</tr>
</tbody>
</table>

- first name
- bank account password
- full name (first + last name)
- bank account username
- phone number
- email address
- email password
- social security number
- Facebook password
- birthdate (day, month, year)
- home address

Discuss

- Why do you need to keep information secure?
**ACTIVITY: Fill in the blanks**

<table>
<thead>
<tr>
<th>bank account information</th>
<th>email address and password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facebook password</td>
<td>social security number</td>
</tr>
</tbody>
</table>

1. If someone knows your ______________, they can write messages to your friends and family. They can change your password so you can’t see your email.

2. If someone knows your ______________, they can take money from your account.

3. If someone knows your ______________, they can use your page to send bad pictures or messages to other people, including your friends and family.

4. If someone knows your ______________, they can do many things. For example, they can file taxes with your information and get money from the government. You can get in trouble because they used your information.
STRONG PASSWORDS

When you sign up for an online account, you usually need two things: a **username** and a **password**.

The username can be your email address, your real name, or a **nickname** that you use online.

The password is a set of numbers, letters, and **special characters** (for example, !, &, and @ are special characters). Only you should know your password. One way to keep your information safe online is to use strong passwords.

User name: AlyaNoor@email.com
Password: _________________

ACTIVITY: Choosing a Password

Which passwords are good? Which are not good? Why?

<table>
<thead>
<tr>
<th>Password</th>
<th>Not Good</th>
<th>OK</th>
<th>Good!</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) 1234</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) H1!MniAN.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) AlyaIraq</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(4) Desert2Sea</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Lesson: Internet Safety
Low Intermediate Level
Answers

Password (1) is NOT GOOD because:

- it uses only numbers
- it is very easy to guess and very short

Password (2) is GOOD because

- it uses letters, numbers, and special characters
- it is difficult to guess

Password (3) is NOT GOOD because:

- it uses only letters
- it has information that people might know, like Alya’s name and country

Password (4) is OKAY because:

- it uses numbers and letters (good), but no special characters (bad)
- it uses words (bad), but no information about Alya (good)
- it is not short (good)

Passwords should:

- Be at least 8 characters long (longer is good!)
- Use letters, numbers, and special characters (like @ & *)
- Use both upper case (A) and lower case (a) letters
- NOT use words that are in a dictionary
- NOT have information about you (name, birthday, etc.)
Look at Password (2) again:

Username: AlyaNoor@email.com
Password: H1!MniAN.

➢ Do you think this password is easy to remember?
➢ Why?

**TIP:** One way to make a strong password is to think of sentences that are easy to remember, take the first letter of each word, and add numbers and special characters. You can use a sentence in your language, a song you like, etc.

Alya used these sentences:

**Hi! My name is Alya Noor. → H1!MniAN.**

➢ Can you find the letters she used in her password?
➢ What else did she do?

**Answers**
- She used the first letter of each word.
- She used the number 1 to write H1.
- She used the ! and . from the sentences.

**Discuss**
- Did Alya use good sentences? What would be better?
**TIPS:**

You can use a program called a password manager. The program will remember your passwords for you.

You should change your passwords about once every six months.

You should also change your passwords if you think someone might have used your account or found your account information.

**SENDING INFORMATION ON THE INTERNET**

Another way to keep your information safe is to be careful about how you send it online.

**ACTIVITY: How Safe Is It?**

Discuss, then write your answers below:

➢ How safe is it to use ___?
  - email
  - WhatsApp
  - Facebook
  - text messages
  - secure websites
  - unsecured websites

**Usually safe:** __________________________________________

**Sometimes safe:** ________________________________________

**Not very safe:** _________________________________________
## Answers

### Usually Safe:

**Secure websites, WhatsApp**

Secure websites use **encryption** to keep other people from seeing your information. If you trust the website, it’s okay to do things like shop online, use a credit card, or type your name and home address in an online form.

WhatsApp uses encryption to send messages. The company can see who you messaged, but it can’t read the messages.

### Sometimes Safe:

**Email, text messages**

Most popular email sites use some security, but they are not always encrypted. iPhone text messages are encrypted, but Android messages are not.

If your email or phone messages are not encrypted, they are not secure. Don’t send secure information, like passwords or bank information.

### Not Very Safe:

**Facebook, unsecure websites**

**Unsecure** websites don’t use encryption. Don’t shop online or type your information on an unsecured website.

Social media sites like Facebook share a lot of information publicly. Be careful! Don’t post information you don’t want to share.
ACTIVITY: Secure Websites

Discuss:

➢ How do you know if a website is secure?

Look at these three website URLS.

<table>
<thead>
<tr>
<th>Website 1:</th>
<th><a href="HTTPS://WWW.GOOGLE.COM">HTTPS://WWW.GOOGLE.COM</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Website 2:</td>
<td><a href="HTTP://WWW.GOOGLE.COM">HTTP://WWW.GOOGLE.COM</a></td>
</tr>
<tr>
<td>Website 3:</td>
<td><a href="HTTPS://WWW.GOOGLE.COM">HTTPS://WWW.GOOGLE.COM</a></td>
</tr>
</tbody>
</table>

➢ How are they different?
➢ Which one should you use? Why?

Answer

Use Website 3. Website 3 is secure, and the URL is typed correctly.

You should know...

Secure websites have a lock picture 🛜 in front of the URL.

Secure websites use HTTPS, not HTTP. The S means secure.

Some websites try to look like popular websites. If you make a mistake and type GOGGLE.COM, not GOOGLE.COM, you will go to a different website, and it might not be secure.

Some unsecure websites are dangerous. They can hurt your computer or phone, or they can steal your personal information.
SCAMS

You are online on your phone. You see this message:

This picture is a **scam**.

A scam uses information that is not true to get money or personal information.

1. What is the goal of this scam?
   - (a) Get money from you
   - (b) Get personal information from you

2. Can you get $175 from Whole Foods if you do this?
   - (a) Yes
   - (b) No
Answers

1. (b) The scam is trying to get your personal information, and also personal information from your friends.

2. (b) No, you can't. It’s not true, so you will not get money from Whole Foods.

Discuss

- Where can you find scams?
- How do you know if something is a scam?

Scams are everywhere – online, in your email, on social media like Facebook or WhatsApp, etc.

Signs that something is a scam:

- It is too good to be true. Many scams try to make you feel excited (for example, saying you will get money).
- It is too bad to be true. Many other scams try to make you scared (for example, saying there is a problem you need to fix soon).
- On a website, the URL is wrong (like google.com instead of google.com) or it is unsecured.
- In an email, the email address is strange or does not match the name of the company or person.
- There are mistakes. For example, words are spelled wrong, or the pictures look too small, strange, etc.
ACTIVITY: Scam Emails

Look at the email below and discuss:

- Is this email a scam?
- How can you tell?

**Circle** anything that looks strange in the email:

![Email Example]

**Talk about it: What looks strange in this email?**

1. What information does this scam want?
   
   (a) Your name and address
   
   (b) Your account information

2. Should you click on “Keep the Account”?
   
   (a) Yes
   
   (b) No
Answers

1. (b) They want you to type your PayPal username and password.

2. (b) No – never click on a link in a scam email.

What did you circle? Here are some signs that this is a scam:

- It says you need to hurry (1 Day, it’s going to close in 24 hours)
- The email address is not from PayPal, and it is very long
- The “To” email address is not your email address
- It sounds scary (someone uses your Credit or Debit Card)
- There are mistakes (someone uses your credit or debit card)
- The link (Keep the Account) will not open the real PayPal site!

Did you find anything else?
What Should You Do?

What should you do if you think something is a scam?

Choose YES or NO:

1. YES / NO You should do something right away.
2. YES / NO You can talk to the real company.
3. YES / NO Click on a click.
4. YES / NO Send the message to your friends.
5. YES / NO Tell your friends about the scam.

Answers

1. NO – You don’t need to do anything, but if you are worried, you can check to find out if something is a scam.

2. YES – You can talk to the company (for example, on social media) and ask if something is a scam.

For the scam on p. 56, you could send a message directly to Whole Foods:

Here is the answer:
3. **NO** – Never click on a link if you think something is a scam. Also, don’t type your name, email address, password, or any other personal information.

4. **NO** – Don’t send scams to your friends, but...

5. **YES** – Do tell your friends about the scam so they know it is not true.

**WRAP-UP**

What did you learn about keeping your information safe online?

Answer these questions again:

<table>
<thead>
<tr>
<th>I know how to keep my information safe online.</th>
<th>YES</th>
<th>MAYBE</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know how to make a strong password.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I can check if a website is secure.</td>
<td>YES</td>
<td>MAYBE</td>
<td>NO</td>
</tr>
<tr>
<td>I know what a scam is.</td>
<td>YES</td>
<td>MAYBE</td>
<td>NO</td>
</tr>
<tr>
<td>I understand how to check if something is a scam.</td>
<td>YES</td>
<td>MAYBE</td>
<td>NO</td>
</tr>
</tbody>
</table>