

Internet Matters

Helping you get the confidence to go online





What is Digital Literacy?

More and more, people are using computers and the internet in everyday life.

Computers and the internet have changed how we do things.

They are still changing how we do things.



Digital literacy means keeping up with these changes.

It means being able to use the changes brought about by computers and the internet in ways that make sense to your life.

It's about using computers, the internet and other technologies for living, learning and working.



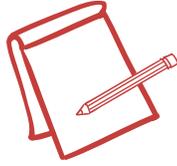
This Workshop

Many things make up digital literacy.

We'll explore some of the basics of digital literacy. We'll look at what you need to know and do to use the internet.

At the end of the workshop, we hope you'll have the information and confidence to go online, or learn more about going online in order to do the things important to you.

A Place for My Notes:



Everyday Tasks

We all have things we want or need to do. We go about them in different ways. How would you usually go about these everyday tasks?

- You have some news to tell a friend who lives far away.
- You have a job interview but don't have directions to get there.
- You'd like to get some good quality used toys for when the grandkids visit.
- You need some medicine from the drug store, but don't know if it is open at night.
- You're looking for a new recipe.
- You want to know how to fix something.
- You want to take a course, but the school is too far away.
- You want to set up a doctor's appointment but can't find the telephone number.
- You need up-to-date news about something that has happened in the world.
- You want to sign your child up for classes, maybe swimming or karate.
- You're a new mom, and you'd like to ask other new moms some questions.
- You're feeling out of touch with family and friends.



The **internet** is a big place.

You can find almost anything **online** that you'd ever want or need to know.



Let's Talk About It

Do you use the internet or go online? If you do, what for? If you don't, what kinds of things might you find or do online that would be useful to your life?

Some Real-Life Uses



You can keep a calendar online. You can have your computer remind you ahead of time of your events.



You can check the weather forecasts online. You can have weather alerts sent to you.



You can shop online. You can have your shopping delivered.



You can pay your bills and do banking online.



You can chat with your family and friends online.



You can read books online and learn things.

hello \Rightarrow bonjour You can translate words from one language into another.

A Place for My Notes:



Questions and Answers

So what is the internet anyway? And where is it?

The internet isn't one place. It really isn't a place at all.

The internet is a network that shares information.

It does that by connecting computers, smartphones and tablets all over the world. The internet connects people all over the world.



What's the World Wide Web?

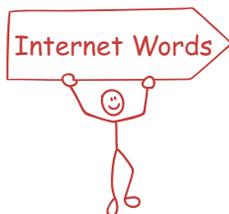
The World Wide Web is sometimes called the Web.

The Web is made up of webpages or **websites** where information is located on the internet.

Another way to think of it is like the different houses on a street.

Each webpage and website on the Web has an address, just like each house on your street.

The address tells your computer where to find the information you're looking for.



Website

A webpage or collection of webpages on the internet.
A website is often organized around a topic.

What's being online?

Being online means you're connected to the internet.

A Place for My Notes:



Your Turn

In this space, write a bit about your life, your family and friends, your job, your responsibilities, your hobbies and interests, your goals. How could being online help you?

Consider some of the things we've talked about so far that a person can do online. Which ones would you like to be able to do?

Write or draw your thoughts.



Let's Talk About It

Share your thoughts with the group. Together come up with a list of the things you can do online that you'd like to learn more about in this workshop.

A Place for My Notes:



Your Turn

In this space, write a bit about your concerns. Are you nervous about using the internet? Do you think it will be too hard to learn how to use a computer? Have you had a bad experience in the past? Is getting a computer too much for your budget?

During this workshop, we'll explore some of your concerns. We'll look for ways for you to go online, and feel comfortable about it.



Let's Talk About It

Share your thoughts with the group. Together come up with a list of things you'd like to touch upon during the workshop to address your concerns about computers and the internet.

A Place for My Notes:



What You Need to Get Online

To get online, you need:

- A **computer, tablet or cellphone**
- **WiFi** or **ethernet**.

What's WiFi?

WiFi is a common way for connecting your computer to the internet.



The symbol for **WiFi** is a row of bars stacked on top of each other.



Ayesha is on a limited income and can't afford a computer or the costs of getting WiFi at home. Her friends use Facebook, and Ayesha thinks she'd like to do that too, but gives up on the idea. Then she learns that her local library has computers that people can use for free.



Let's Talk About It

Have you seen the WiFi symbol before?

Have you seen the WiFi symbol posted in your neighbourhood?

What places near where you live offer free WiFi?

What does that mean, free WiFi?

A Place for My Notes:



Computers

Two popular choices of computers are **laptops** and **desktops**.

Laptops are smaller and fit into carry cases, purses and backpacks. People can fold their laptops and take them from place to place.



Desktop computers are bigger. People do their work in one spot at the computer. The computer stays on a desk or table.



Grace and Ted want to be online to get more news about their grandkids who live on the other side of the country. Grace can't see very well, and thinks the screen on the laptop will be too small.



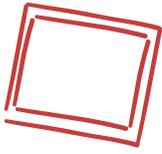
Paresh is always on the go. He loves coffeeshops, and is taking courses at the local college in the fall. He thinks a laptop would suit him best.



Let's Talk About It

Think about your own life and how you would use a computer. What makes more sense for you? A laptop or a desktop computer?

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Tablets and Cellphones

You can also get online with a **tablet** or a **cellphone**.

A **tablet** is a type of computer. It is small, flat, thin and easy to carry around.

Most tablets have larger screens than cellphones. They are often used for tasks that work better with larger screens, such as reading books online or watching a movie.



Cellphones are often used to send text messages and make telephone calls. Cellphones that can do many of the same tasks as computers are called **smartphones**.



Tablets and smartphones have **touch screens**. That means you tell the tablet or smartphone what you want to do by touching the screen with your fingers.



Maddox's friends are important to him, and he texts a lot. He figures he doesn't need a computer. He can use the ones at school.



An'ya is an artist. She loves to sketch outdoors and wants to learn how to draw with a tablet.

A Place for My Notes:

Comparing Choices



Desktop Computers	Laptop Computers	Tablets	Smartphones
Located in one spot	Can be carried in a briefcase or backpack	Can be carried in a purse or backpack. Lightweight	Can be carried in a pocket or purse. Very lightweight
Large screen, easy to read	Large screen. Easy to read	Smaller screen, but fairly easy to read	Smallest screen, harder to read
Large keyboard, easy to use	Keyboard attached to computer, easy to use	Smaller touch screen keyboard, a bit harder to use	Smallest keyboard, can be harder to use because it is small
Good for doing lots of writing and more complex tasks	Good for doing lots of writing and more complex tasks	Good for note-taking, reading online, watching videos, visiting websites	Good for telephone calls, texting, taking photos, listening to music
Getting WiFi at home usually has a cost	Can use the laptop at free WiFi places, getting WiFi at home usually has a cost	Can use the tablet at free WiFi places, getting WiFi at home usually has a cost	Will need to pay for a cellular plan, can switch to WiFi when going online to keep costs lower
Prices to buy vary	Prices to buy vary	Usually less money to buy than a desktop or laptop computer	Can sometimes get for free or at a lower cost with a cellular plan

Let's Talk About It



The right choice is dependent upon what works best for YOU. What do you think would suit your needs best?

What are the advantages and disadvantages of a recycled or second-hand computer, laptop, tablet or smartphone?



Other Computer Words For Going Online

ISP

The **Internet Service Provider (ISP)** is the company that gets your computer, tablet and sometimes your smartphone online.

If you want to get online where you live, then you'll need to get an ISP.

If you're using a free internet connection somewhere else, such as at a coffeeshop or the library, then you don't need to get an ISP for yourself.

Operating System

A computer needs to be told what to do, and how to do it.

The **Operating System (OS)** does just that.

Most computers have the Operating System built in. It comes with the computer.

The three most common Operating Systems are:

- Microsoft Windows
- Mac OS X
- Linux



Let's Talk About It

Do you feel intimidated or confused by computer "jargon" or technical words? If so, it's normal to feel that way. Most people do!

What are some things you could do to become more comfortable with computers? Are there family members, friends or organizations in your community that can help you along the way?

A Place for My Notes:



How Can I Ever Learn or Know It All?

It's important to keep in mind you don't need to know everything about computers to use one. Very few people do.

It's like learning to drive a car. You need to know the rules of the road and other basics, but you don't need to know how everything under the hood works.

You start with a learner's permit, and get better at driving as you gain experience behind the steering wheel.

Keeping It Simple

Here is one thing I want to do online or with a computer that I can't do now...

Here are a few things I need to know or learn first in order to do that....

A Place for My Notes:



What Works For You?

Think about your own family, community and acquaintances.

- Who can help you get the skills or know-how you need?
- Is there a person you can contact if you just need a bit of help along the way?
- What community groups, libraries or learning centres offer access to computers, or have programs or courses you can take?
- Which programs and courses are free, and which have a cost?



Ayesha asks a friend who is already on Facebook to show her how to set up a Facebook account, and how to use it.



An'ya has started to use her phone and tablet for taking photos. She pays and signs up for a course on using computers to edit her photos and art.

A Place for My Notes:



The Seniors Centre where Ted and Grace go runs a free computer drop-in. Grace learned how to change the settings on her computer so the letters are bigger and easier for her to read.



Let's Talk About It

How do you like to learn things?

Do you read the instructions from start to end? Do you like someone to show you how, step by step? Do you jump right in and experiment until you figure it out?

What would be the best way for you to get the skills you need to go online to do what you want to do?



What do you need to use the computers in your community?

For example, to use the computers at the library, do you need a library card? If you don't have a library card, how do you get one?

A Place for My Notes:



Learning Online

Not everything needs to be learned face-to-face and in person. You can also learn things and connect with people online. Here are some ways:



- **YouTube** has online instructional videos on almost anything you'd ever want to know.

Get there:

www.youtube.com



- Businesses often set up **Live Chat Lines** where you can talk to a staff person about a problem you are having with their product, or get an answer to a question.



- Schools and other educational groups offer **online courses**.



- There are many **online groups or communities** where you can ask questions and get answers from people who have experienced the same thing or share similar interests.



Learn For Free

A computer and the internet can get you a wide variety of information. And lots of it for free.

You just need to know what you want to find out.

And then how to search it out.

A Place for My Notes:



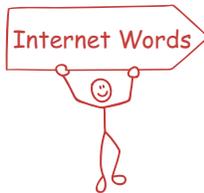
Online Search

Have you heard someone say that they would “**google**” it? What do you think they mean?

They mean they are going to look up the answer to a question online. They are going to use a website called **Google**.

Get there:

www.google.com



Search Engine

A website you can use to search for information on the Web.

Google is the most common search engine, but there are many different ones you can use, too.

You can find out about almost anything with **Google**.

To use the Google search engine, you type the word (or words) to describe what you want to know. The computer searches the Web to find the information for you.



Let's Talk About It

Have you ever “googled” information? Did you find the information you needed? Do you have tips to share to make an internet search easier?

A Place for My Notes:



More About Online Searches

The search engine comes up with a list of webpages or websites that match the words you typed in. You pick which webpage or website you want to visit by clicking on it in the list.

You can find out small everyday things by searching online.

And bigger or more complicated things...

easy muffin recipes

what's playing at the movies

where is the library located

how to say hello in French

walk-in clinics near me

today's news

travel to Iceland

how to build a fence

trains from Toronto to Ottawa

A Place for My Notes:



What Do You Want to Learn?

What are some things you'd like to find out or learn online?

Think of some small everyday things or questions you have. Then think of some bigger things, or dreams for your future.

Fill in the "search engine" boxes below as if you are doing an online search.



Search Tips: Use one word, or a few words. You don't need full sentences. And don't worry too much about correct spelling — the computer will guess what you mean.





Let's Talk About It

If you could learn anything at all, what would it be? Could you learn it on the internet?

Does connecting with others online worry you? What are some of the dangers of online use? For yourself? Or for kids?

Do you have rules or safety measures in place for everyday life? Perhaps locking the doors to your house or teaching your children not to talk to strangers?

Are there rules or safety measures you could put in place that would make you feel more comfortable about using the internet?

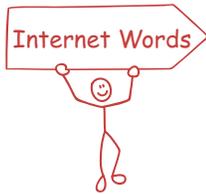


Keeping Safe Online

You can do things that will help protect your privacy and safety online. In this part of the workshop, we'll look at some of the ways.

Passwords

Passwords are an important way to protect yourself online.



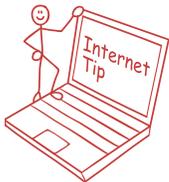
A **password** is a string of letters or numbers.
It is a kind of key.
It unlocks the computer or websites for you to use.

Many things you do online require a password. Other times you can choose to have a password.

To set a password, you pick words or numbers that you must type each time you want to use the computer or a website.

Your password keeps other people out.

You use your password when you log in or sign in to use your computer or a website.



Passwords Tips

- Pick a password that is not easy for someone else to guess.
- Keep your password private. Don't tell others.
- Change your password if you think someone has found it.
- Mix it up. Use different passwords to log in to different websites.



Pick passwords that mix letters and numbers, but that don't follow a pattern.
Pick longer passwords over shorter ones.
Pick a password you won't forget!

A Place for My Notes:

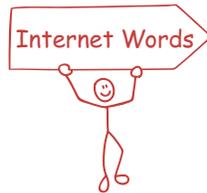


The Worst Passwords

Here are the Top 5 passwords used in 2015. Because lots of people use them, they are easy for **hackers** to guess. That makes them bad or weak passwords.

1. **123456**
2. **password**
3. **qwerty**
4. **111111**
5. **abc123**

**Source: splashdata.com*



Hacker

A person who gets access to your computer without your permission.

Some other bad or weak passwords include:

1. Your name or family member names
2. Your birth date
3. Swear words (amazingly, swear words are used a lot!)
4. Princess, Star Wars or other “pop culture” words
5. Sports, such as football or baseball
6. The word “login”



Let's Talk About It

Do you use a password online? If so, without telling us what your password is, did you pick a good or strong password? Or will it be easy for someone to guess?
Do you need to change your password?

Downloading music and games often costs money. How can you use a password to stop your children from downloading games or music online without you knowing about it?

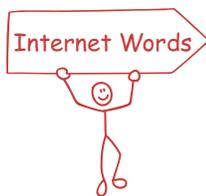


Protecting Your Money Online

Some people fall victim to internet scams and crimes.

They answer emails or other online requests to give out their bank or credit card numbers, to send money, or to reveal their passwords and personal information.

The emails and messages are written to look official and make you think they're real, when they're not.

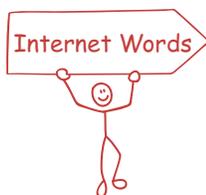


Phishing

When someone tries to trick you to go to a website and give personal information and passwords in order to steal your money.

Signs of a Scam

- Emails that want you to update your personal profile, sometimes with threats you'll be cut off or suspended if you don't
- Notices of big prize winnings, inheritances or free vacations
- Emails from "banks" or other businesses that look official, but ask you to give private information, or to follow a **link** to another webpage or website
- "Sad stories" asking you to send money, sometimes even using the names of people you know taken from your online address book



Hyperlink

You click or tap on a hyperlink to be taken directly to another webpage or website. Hyperlinks are often called "links," and they're often written in bold blue letters.



Tips For Avoiding Online Scams

When you shop online, or submit personal data online, use sites that are secure or encrypted. That means they have measures in place to make them safer and protect your information.



- Don't respond to emails that seem like a scam.
- Don't follow links that ask you to give personal information.
- Don't open attachments that are from people you don't know and trust.
- Report it to the police if you are a victim of an online scam. It's a crime.

Check the web address for the website. It's usually near the top of your screen.



- ✓ Look for a picture or icon of a padlock near the web address.
Click on the padlock and you should see the name of the company. It should also say "the connection to the server is encrypted."
- ✓ Check that the web address starts with https://.
The "s" indicates that the website is secure or encrypted. Websites without the "s," and that start with just http://, are not secure.
You can call or visit your bank or financial institution if you aren't sure a website is safe to use.

A Place for My Notes:

Protecting Your Reputation Online

When you're using the internet, it's easy to forget that anyone using the Web can read or see what you say or post online. That's a lot of people all over the world!

Things put on the internet don't disappear. They stay there, and can be read or seen by lots of people. Friends, co-workers, family, and strangers. Now and in the future.

Before you say anything or post a picture online, ask yourself...



Would I want my child to read or see this?
My spouse? My boss? My co-workers?
My parents? My neighbours?

Would I say that same thing to a complete stranger if I met him or her in person?



Let's Talk About It

What kinds of things are you comfortable sharing online?
How might what a person puts or posts online affect a future job or school application?

What about your kids? Should they be allowed to use the internet? What guidelines or family rules could you set to keep your kids safe online?

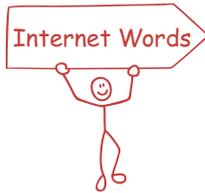
A Place for My Notes:



Keeping in Touch

How do you keep in touch with the people you care about?
What about those who live far away?

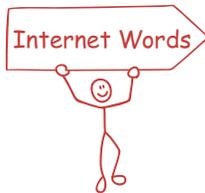
- I travel to see them in person.
- I telephone them.
- I email them.
- I use Facebook to stay in touch.
- I chat with them online using video.
- I text them.



Social Media

Online tools that let people connect with others to share interests and concerns, and stay up-to-date with the latest news.

If you felt confident online, would you use the internet to keep in touch? Or use it more often?



Online Community

A group of people who keep in touch with each other online, usually through social media.



Let's Talk About It

How could the **internet** and **social media** help you keep in touch with the people you care about?

Who would be part of your **online community**?

What would be the advantages for you of using social media?

A Place for My Notes:



Your Community

Think about someone you care about who lives far away.
What stories, updates and comments would you like to tell them?
Make a list:

1. _____

2. _____

3. _____



- Do you have an **email address**?
How can you get one if you don't?
- Where are different places you can go
to get an email address for free?
- How do you choose what email you want?

A Place for My Notes:

Getting Connected

There are many ways to stay in touch and communicate with people from all around the world through the internet. See if you can match the picture or icon with a way to communicate online.



Email a way to send letters online



Facebook a social media service for sharing news and updates with friends and family

Get there: www.facebook.com



YouTube a website for sharing videos

Get there: www.youtube.com



Instagram a social media service for sharing photographs and videos

Get there: www.instagram.com



Twitter a social media service for sharing short messages

Get there: www.twitter.com



LinkedIn a social networking site for the business community

Get there: www.linkedin.com



Skype an online service for making voice calls and video chatting through the internet

Get there: www.skype.com



Pinterest an online service for sharing crafts and other creative projects

Get there: www.pinterest.com



Looking for Work or Volunteer Opportunities

Using the internet is a big part of applying for work or volunteer roles in Canada. There are many tasks you need to do when searching for a job or volunteer opportunity. You can do a lot of these tasks through the internet.

Make a list of some of the tasks that are part of a job or volunteer search.



1. _____

2. _____

3. _____

4. _____

5. _____



How would you do these tasks if you don't have access to a computer and the internet?

How would you do these tasks if you do have access to a computer and the internet?



Let's Talk About It

If you were looking for work or a place to volunteer, how would you go about it? Would going online or using the internet be useful to you.



Match Game

Below are some tasks that are part of a job or volunteer search. Add your own tasks to the list.

Draw lines to match each task with the online tool that could help you do it.

Note: There can be more than one match for each task.

What you need to do:

1. Contact people who might be able to help you find a job or volunteer, or know about a job opportunity
2. Search job or volunteer listings
3. Get background info about a job or volunteer role
4. Write a resume
5. Submit an application
6. Be contacted by an employer
7. _____
8. _____

Online tools to help you do it:

- Email
- Social media
- Search engine
- The website of an organization where you'd like to work or volunteer
- An article that shares tips and tricks for writing a great resume
- An online job board

A Place for My Notes:



Match Game Answers

1. Contacting people who might be able to help you find a job, or know about a job opportunity: use email or social media.
2. Searching job and volunteer listings: Visit websites that post job and volunteer listings, such as job boards, or even the websites of the organization where you'd like to work.
3. Getting background info about a job: Use a search engine to find out more about companies or places where you'd like to work.
4. Writing a resume: Check out online articles that share tips and tricks on how to write a strong resume.
5. Submitting an application: Often you can submit applications online at the website of the place where you'd like to work.
6. Being contacted by an employer: Have an email address so employers may contact you online.

A Place for My Notes:



How Do I Get There From Here?

What are some places in your community, or nearby, where you want to go but you don't know how to get there? What places would you like to explore or visit?

1. _____
2. _____
3. _____



Google Maps

You can find maps and street-by-street directions on the Web through a service called **Google Maps**.

Get there: www.google.ca/maps

You can view a map on your computer, tablet or smartphone screen that shows your location and the streets near you.

You can get directions to where you want to go. You can get travel times for getting there, whether you walk, cycle, drive a car, or take public transit.

You can even get the time the next bus, subway train, or other form of public transit will leave, and when it will arrive at your destination.



Let's Talk About It

If you need to go somewhere new, or unfamiliar, how do you get there? How could you use **Google Maps** to get to the places you want to visit?

A Place for My Notes:



Finding Services You Need Online

Do you dislike standing in lines to fill in forms or find out information? Do you live far away from the place where you need to go, or is it a long route by public transit? You can find out about many services online, instead of going to a location or building in person.

Canada Government of Canada

The website for the Canadian government provides forms and information about services such as:

- Job postings across Canada
- Immigration and citizenship
- Getting a passport
- Benefits for when you're looking for work, retired or finding a new place to live
- Money and finances, including filing taxes and money management skills

Get there: www.servicecanada.gc.ca



Your Province

The website for your provincial government provides forms and information about services such as:

- Getting a driver's license
- Going to school
- Getting a birth, marriage or death certificate
- How to find a doctor and health services near you

Get there: www.serviceontario.ca

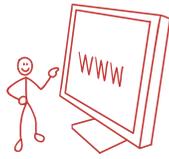


Your City

The website for your city, town or rural area provides local information such as:

- Fire and police services
- Community centres and recreation programs
- Libraries
- Public transit and roads
- Garbage and recycling pickup
- Bylaws
- Festivals and events

Get there: www.toronto.ca



It's On the Web

In fact, almost all services have websites or information online. Some examples:

- Adult literacy and learning groups
- Places of worship
- Bus schedules, subway schedules, airplane schedules
- Food banks and other emergency help
- Health clinics
- Charities and health organizations such as the Canadian Cancer Society or Canadian Diabetes Association



Your Turn

What services or information would you like to access online for yourself or your family?

1. _____
2. _____
3. _____



Let's Talk About It

Which organization, business, charity, or order of government is responsible for that service? How could you find out more online?

A Place for My Notes:



That's Entertainment

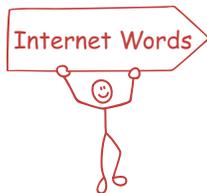
Do you like to watch TV? Movies? Listen to the radio?
You can do these things on your computer using the internet.

Canada's government-sponsored broadcasting stations, such as **CBC**, have websites that offer free shows, news, video and children's programming. You can even listen to radio and music for free.

Get there: www.cbc.ca

TVO offers educational adult and kids programming for free.

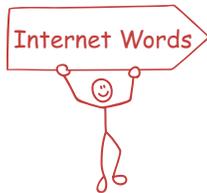
Get there: www.tv.org



Download

Copying something from the internet to a computer, tablet or smartphone.

You can **download** videos to your computer, so you can watch them anytime you want.

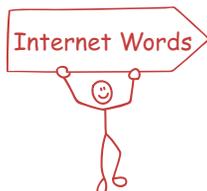


Streaming

A way to watch video on a computer, tablet or smartphone without downloading the entire movie or show all at once.

If you don't want to download, you can stream a movie or TV show to watch on your computer right away.

You can also download and read **e-books**, listen to music, and play games online.



e-book

A book you download and read on a computer, tablet or smartphone.

Sometimes there is a cost to downloading and streaming, and sometimes it is free. One great free source? The Toronto Public Library!

Get there: www.torontopubliclibrary.ca

Glossary

Digital Literacy	Being able to use computers, the internet, and other technologies for living, learning, and working.
Download	Copying something from the internet to a computer, tablet, or smartphone.
E-book	A book you download online and read on a computer, tablet, or smartphone.
Email	A way to send letters online.
Facebook	A social media service for sharing news and updates with friends and family.
Google Maps	A service on the Web for getting maps, travel directions, and public transit information.
Hacker	A person who gets access to your computer without your permission, usually to steal money or information.
Hyperlink	You click or tap on a link to be taken directly to another webpage or website. Hyperlinks are often called “links,” and they’re often written in bold blue letters.
Instagram	A social media service for sharing photographs and videos.
Internet	A network that shares information and connects people around the world through computers.
ISP	The company or service that connects your computer, tablet or smartphone to the internet. ISP is short form for Internet Service Provider.
LinkedIn	A social networking site for the business community.
Online	Being connected to the internet.
Online Community	A group of people who keep in touch with each other online, usually through social media.

Password	A string of letters or numbers that unlocks the computer or websites for you to use, and stops others from using it.
Phishing	When someone tries to trick you to go to a website and give your personal information and passwords in order to steal your money.
Pinterest	An online service for sharing crafts and other creative projects.
Search Engine	A website you can use to search out information on the Web. Google is the most common search engine.
Skype	An online service for making voice calls and video chatting.
Social Media	Online tools that let people connect with others to share interests and concerns, and stay up-to-date with the latest news.
Streaming	A way to watch video on a computer, tablet or smartphone without downloading the entire movie or show all at once.
Twitter	A social media service for sharing short messages.
YouTube	A website for sharing videos.
World Wide Web	A network of webpages or websites where information is located on the internet.
Website	A webpage or collection of webpages on the internet. A website is often organized around a topic.
WiFi	A common way for connecting your computer, tablet or smartphone to the internet.