



# Workshop Script



*Financial contribution from*



Public Health Agency of Canada    Agence de la santé publique du Canada





1. Welcome to our session on introducing online basics. This workshop is designed to introduce some of the key skills you need to use digital devices and get around online.

We're going to have some time for questions at the end, but I'd also like to invite you to just raise your hand [*remote delivery: put your question into the chat*] any time you have a question along the way.



2. This workshop is accompanied by a number of support materials, including a practice sheet and video to help you remember the key content.

You can return to these materials at any time, including after the workshop, and you can return to the workshop itself on the MediaSmarts website: <https://mediasmarts.ca/resilience-through-digitalsmarts>.



3. This workshop touches on some topics that may be upsetting, so before we get started, let's talk about how we can create a safe space here.

We'll let you know what's coming up in each part of this workshop, so you can step away for a few minutes if you'd rather not deal with a particular topic. If you do need to step away, please give me a thumbs-up hand gesture before you leave so I can know you are OK. If you need assistance, [*name of person available for additional support*] is available to support you.

*For remote delivery only:* Next, let's make sure you're in a safe place to participate. Are you in a private space where you can potentially share your thoughts and listen without someone you do not trust over-hearing? If not, is there somewhere else you can move to that would allow you more privacy?

If you can, make sure you have something nearby that brings you comfort or is important to you. We will have scheduled breaks during the workshop, but you should also feel free to step away any time you need to.



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4. The focus of this workshop is on introducing some essential skills to use your digital devices and find your way around online. First, we will do a brief survey to help us understand what you know and what you do not know about these basic online skills. Then we will cover the following topics and engage in some exercises to practice these skills:

Find your way around online,  
Sign up for accounts and fill out forms online,  
Find services online,  
Fix the most common things that can go wrong,  
And shop safely online.

As we go through these topics, we will have two scheduled breaks to allow us to pause and check in. We will end the workshop with another brief survey to help us understand whether this workshop improved your skills in using digital devices and finding your way around online, and wrap up with a simple debrief exercise.

Let's pause for a moment to see if anyone has any questions before we begin.



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5. There are two opportunities to provide feedback on this program to the team at MediaSmarts who developed this workshop: Now, before we get into the workshop content, and another at the very end. These surveys will help the team at MediaSmarts better understand if the workshop is doing a good job of supporting survivors' digital knowledge, skills, and confidence.

Before we get started with the workshop content, we invite you to take 5 minutes to complete this survey. The MediaSmarts team who developed this workshop will use your responses to guide future updates and to assess the value of this workshop. All your answers will be anonymous. The aim is to evaluate the program, not you, the participants -- it is perfectly fine if you are unsure how to answer certain questions, or don't have the skills being asked about in the survey.

Your participation is completely voluntary. If you're interested in taking the survey, all you need to do is scan the QR code on your phone, or type in the link on your browser to access it. We will pause until everyone who is interested has completed the survey; please take your time.



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6. The internet can make it a lot easier to do things like watch TV and movies, keep in touch with friends and family, and find important information. More and more, you need to use the internet to get government services or apply for a job.

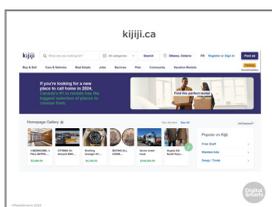
It's easy to feel left out if you're not using the internet, or even not using it as much as you'd like to.

The good news is that it's not hard to learn some simple things that will help you get a lot more out of it.

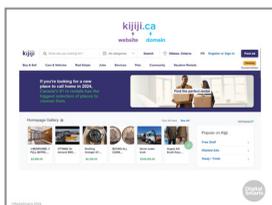
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7. We're going to start today's session by looking at how to find your way around a website.
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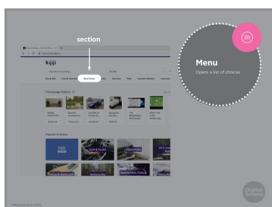
8. Let's start by going to Kijiji dot ca. It's a Canadian site that lets people buy and sell things. People also use it to find pets to adopt, to find homes or apartments to rent, to find work, and for many other things.
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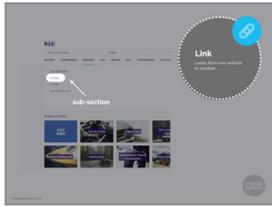
9. Just as a refresher, the quickest way to get to a website is to open your browser and put the web address in the address bar at the top. The web address always has the website name on the left of the dot and the domain on the right. The domain will be something like dot ca, dot com, or dot org.

There may be more before or after the dot, but it will always have at least those two things. In this case because it's the main page of the website it's just kijiji dot ca. Many websites will have lots of different "pages" that each have different things on them.

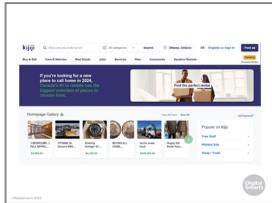
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10. Now we're going to find our way around the site. Most websites are divided into different sections. A lot of them have headings called *menus* that open up a list of choices when you click on them, or sometimes when you just move the pointer over them. These are just the same as the menus that you find in other programs like Word or Excel.



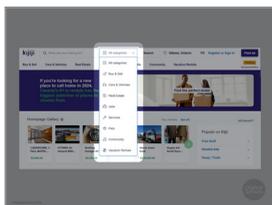
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11. In this case, when we move the pointer over the Real Estate section, a menu appears. Moving the pointer over each one of these shows us that it's a *link* that leads us somewhere else – in this case the *sub-section* on properties for rent.
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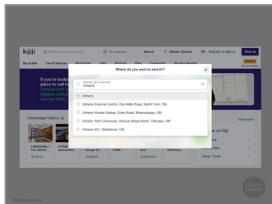
12. Another way to find what you're looking for on a website is through *filters*. These let you *filter* or narrow down to just the things you're looking for.

For example, the Kijiji site can seem very overwhelming because there are so many things being offered to buy, sell, rent and so on.

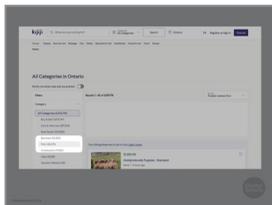
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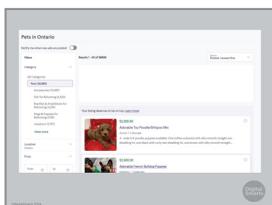
13. We can click on the filter labelled “All Categories” at the top and choose from the menu of different sections – Buy and Sell, Services, Cars and Vehicles, and so on –
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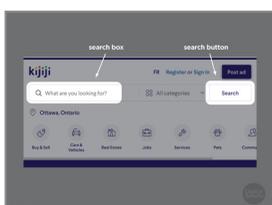
14. - then click on the filter for area, and enter a province or territory or a more specific location –
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15. Then select a category – say, “pets” –
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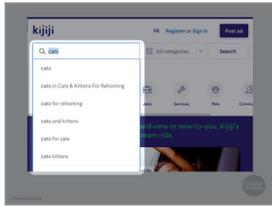


16. Now we're looking just at pets in Ontario. As you can see, that's still a lot of posts – almost forty thousand – so we can use the filters again to narrow things even more.
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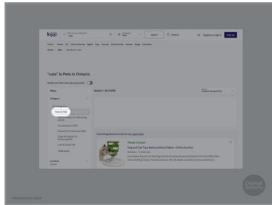
17. Most websites also have a *search box* that lets you type in whatever you're looking for. To use it, click on the box, type what you want to find, and click the search button.

(Almost every website, search engine, browser, app and program uses a magnifying glass to mean “search”.)



18. On Kijiji, for example, we can type “cats” and it gives us some common options to choose from.

If you want to use one of those, click it. If you don't, just go ahead and click the search box.



19. Now we've narrowed it down to just 5000 posts, and we can narrow it down further by using more filters – for instance, looking in just our city or area - or adding more search terms like “kitten” or “bonded pair.”



20. Let's try browsing the Kijiji site. It's a challenging site to find your way around, so it's good practice for any website that has lots of content and different sections.

See if you can find:

A used 2016 Dodge Charger

A room for rent in Edmonton

Things being given away for free in this area

I'll come around and help anyone who's having problems.

Now turn to the person next to you and compare notes. How easy was it to use? How good was the information you got? Did you run into any problems?



21. Let's do a quick quiz to review what we've learned so far.



22. When you're on a website, what happens when you click on a *menu*?

Does a list of choices appear? Are you sent to a different website? Does a list of the website's sections appear? Or are you asked to enter your password?

When you're on a website, what happens when you click on a menu?

1. A list of choices appears.
2. You're sent to a different website.
3. A list of the website's sections appears.
4. You're asked to enter your password.

23. Clicking on a menu makes a list of different choices appear. You can choose the one you want by clicking on it.

How do filters help you find things on a website?

1. They keep you from seeing inappropriate content.
2. They limit what you see in just one category.
3. They let you search just one part of the website.
4. They only show you the results that are most relevant to you.

24. How do filters help you find things on a website?

Do they keep you from seeing inappropriate content? Limit what you see to just one category? Let you search just one part of the website? Or only show you the results that are most relevant to you?

How do filters help you find things on a website?

1. They keep you from seeing inappropriate content.
2. They limit what you see in just one category.
3. They let you search just one part of the website.
4. They only show you the results that are most relevant to you.

25. Filters let you limit your results to one category, like which province you live in.

What symbol does almost every website use to mean "search"?

1. Footprints
2. A compass
3. A magnifying glass
4. A telescope

26. What symbol does almost every website use to mean "search"? Footprints, a compass, a magnifying glass or a telescope?

What symbol does almost every website use to mean "search"?

1. Footprints
2. A compass
3. A magnifying glass
4. A telescope

27. Almost every website, search engine, browser, app or program uses the magnifying glass to mean "search."

To find what you're looking for most easily, you should:

1. Use the menus to find the right section.
2. Use filters.
3. Enter what you're looking for in the search box.
4. Enter what you're looking for in the search box and use filters.

28. To find what you're looking for most easily, you should:

Use menus to find the right section, use filters, enter what you're looking for in the search box, or enter what you're looking for in the search box and *then* use filters?

To find what you're looking for most easily, you should:

1. Use the menus to find the right section.
2. Use filters.
3. Enter what you're looking for in the search box.
4. Enter what you're looking for in the search box and use filters.

29. You can do a search and then filter the results to get the most specific answer.



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30. Before we go on, let's pause for a moment to see if anybody wants to take a break or needs any support.

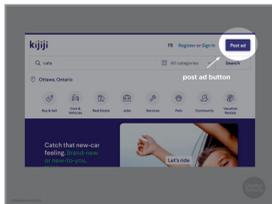
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31. On many websites, if you want to do more than just browse them, you need to sign up or *register*. We can also use some of what we learned about browsing websites to fill out forms online.

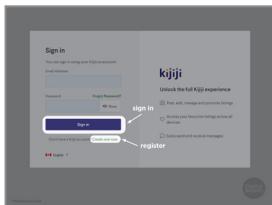
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32. For instance, on Kijiji, if we want to post an ad we can click the *Post ad* button, but if we're not already registered—

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33. —it'll take us to this page.

If we've already registered for Kijiji (or any website that requires you to register) we can click on *Sign In*. Being signed in means that we have an account on the site and it knows who we are.

If we're not, we need to click on *Create one now* and make a new account. (sometimes it will be something like *Register* or *Make a new account*.) Depending on the site, sometimes the button to show that you're ready to go on will be called *Next*, *Confirm*, *Submit* or something similar.

Not all websites make you register and sign in, but any website you pay to use and any website where you post pictures, or any other content, will make you register.



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- 34.** To register for most websites, all you need is an email address. (Of course, government sites will want more information, usually your social insurance number at least.)

A lot of them also ask you for your name, and nearly all ask you to set up a password.

Some sites ask you to use your real name, while others let you use a nickname or “handle.” If they don’t say you have to use your real name, it should be okay to use a nickname or something else that doesn’t identify you.

Sometimes you have to give the site your real name to register, but you can choose a different name that other users will see.

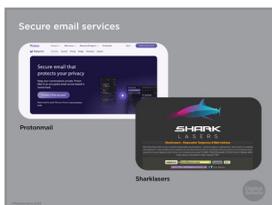
Some sites make you use a name that nobody else is using. If the name you want is taken, you can try a nickname or add a word or number that you’ll remember. It may take you a couple of tries, so when you get one that works you’ll want to write it down.

We cover passwords in the *Introducing Online Safety* session. For now, just remember – don’t use the word “password” or any row of numbers that follow each other, like “123456.”

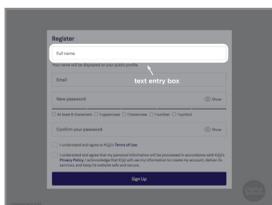
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- 35.** If you don’t have an email address, you can get one for free with webmail services like Outlook or -> Gmail. Go to gmail dot com or outlook dot com. From there registering is pretty much the same as what I’ll show you over the next few minutes.
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- 36.** There are also services like Protonmail and Sharklasers that let you create anonymous, disposable e-mail addresses, if you don’t want to use your regular one (or just don’t want to get spam from the site you’re signing up for.)
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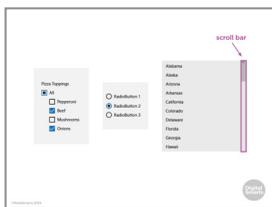
- 37.** The most basic kind of online form is called a text entry box. You just click on the box and then type into it. If you’re using a phone or tablet the on-screen keyboard will pop up when you touch it.

We already saw one of these on the Kijiji home page, when we typed “cats” into the search box.



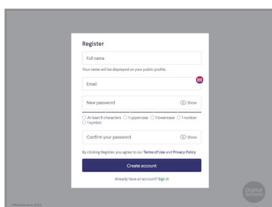
38. Text boxes are often set to *auto-complete*. That means that they guess, based on what you or other people have typed in the past, what you're going to type.

When an auto-complete menu appears, look at the suggested options. If one of them is what you want, you can click or tap it and save yourself some typing. If none of them are what you want, go ahead and finish what you were going to type.



39. Some online forms only give you certain options to choose from. These can come in a few different forms: sometimes you can click more than one option, like our list of possible pizza toppings on the left. Sometimes you can just pick one, as in the list in the middle.

Sometimes there are so many choices that you have to use the scroll bar to read them all. (On American websites, for example, "Canada" or "International" is usually way at the bottom below the list of all fifty states.) To do that, click or tap on the bar and then slide the mouse or your finger downward. (If your mouse has a wheel on top you can turn that instead.)

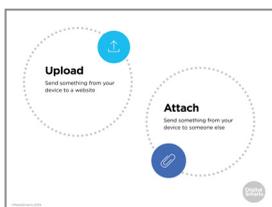


40. If you make a mistake in any of the fields, you should be able to fix it right up until you click the "Submit," "Register" or "Next" button.

To change what's in a text field you should be able to just click or tap the field and change it.

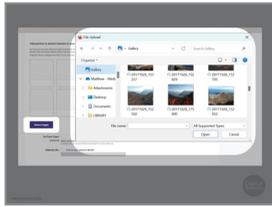
To change a checkbox, you may have to uncheck your mistake before you can check the right choice. With lists or buttons picking something new will usually change your choice automatically.

If you realize you made a mistake after clicking the "Submit" button, look to see if the site has a back button instead of using the browser's back button. You're less likely to lose the information you put in that way.



41. Sometimes you may want or need to *upload* a file from your computer. For instance, social networks ask you to upload a picture for your profile.

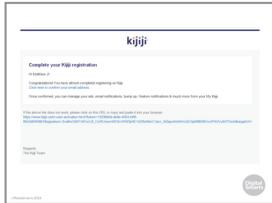
Uploading means sending something from your device to a website. An attachment is a file that you send along with an email or a message.



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42. If you wanted to post an ad to sell your car on Kijiji, for example, you'd click "Select Images" and then find the picture of your car in "Gallery" on your computer, click it and click "Open."

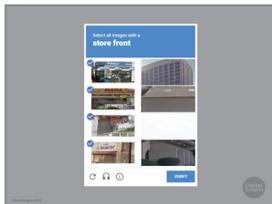
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43. When you're registering for something, you'll usually get an email to make sure that the email address you signed up with belongs to you.

If you get an email like this, *only* click on the link if you've been trying to register for that site. If you haven't, it's probably a scam called a *phishing email*. The *Introducing Online Safety* workshop has more information on how to spot and avoid scams like that.

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44. Finally, a lot of sites make you do a test like this to make sure you're a real person and not a computer program. You're shown a series of pictures and have to click on the ones that match the description (here it's "store front.")

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45. If the pictures aren't clear, click or tap the circular arrow to get new ones. You can do this as many times as you like.

You can also click or tap the headphones to switch to a sound test. If you do that a series of words will play and you'll be asked to type them into the text box.

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46. One of the things the internet is most useful for is using government services. The skills we've covered so far will be useful both for browsing government sites for information, and for accessing government services.

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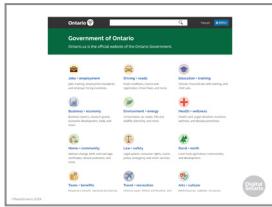


47. Each level of government has its own website. Each of these sites has many different pages, but some of them - like the Government of Canada website, Canada dot ca - have links to the most frequently requested pages.

Just like the Kijiji site, the Government of Canada website has links for different sections, like "Jobs" and "Taxes," and a search box.



48. It also has a pull-down menu with all of the sections along the left column. Moving the pointer over any of them will open another menu of subsections.



49. Each province and territory has its own website as well, which you can find with a search engine like Google. This is where you can get information and use services about things like drivers' licenses, education, health care, and birth or marriage certificates.



50. Many cities and municipalities also have websites with information about garbage collection, city services, public transit and so on.



51. Let's try putting everything we've practiced so far together.

Go to the Canada dot ca website and find out what kinds of information has to be included on food labels.

Use the handout of provincial and territorial websites and find out how you apply for a child care subsidy in Newfoundland and Labrador.

Go to Vancouver dot ca and find out how much it costs to take a bus in Vancouver.



52. Before we go on, let's pause for a moment to see if anybody wants to take a break or needs any support.

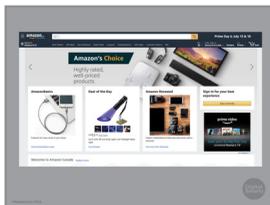


53. Next, let's look at the basics of online shopping.



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- 54.** Do a little research before you buy anything from a website. Is there a listing for the company on the Better Business Bureau (BBB) website? Does the company have a return policy? Is there contact info like an email address or phone number that you can use if you have problems?

These steps will help you tell if a website or a seller is trustworthy.



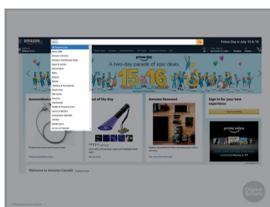
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- 55.** Most big chains sell online now, and of course Amazon - which only sells online - has become one of the biggest companies in the world.



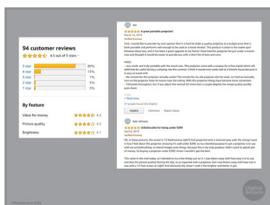
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- 56.** In most cases there will be a Canadian version of the site with a .ca address. This site might not have the exact same stock as the main site, but you'll pay less in shipping.

Also, remember that an American or British site will have prices listed in U.S. dollars or pounds. You can use Google to convert from other currencies to Canadian.

You can check both versions of the site - sometimes even with shipping and different currency you can get a better deal on the main one, so it's a good idea to look at options across all of the versions of the site to find the best deal.



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- 57.** Most websites have both search boxes and categories. You can use these to search the whole site, to browse in a category, or to search in just one category.



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- 58.** A lot of sites let customers review a product. Look at the bottom of the listing, or for a link that says something like "Customer reviews."

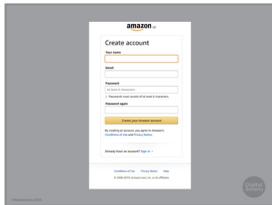
You can also open Google in a new tab and search for the name of the product and the word "review."



59. Most shopping sites use the idea of a “cart” or “basket” for the list of things you’ve decided you want to buy. When you’ve found something you want, click on “Add to Cart” or “Add to Basket” button.

You can see what’s in your cart or basket at any time.

Once you’ve picked at least one thing, you can go on to checkout.



60. At this point you’ll need to register. To do that you’ll need an email account and to create a password.

(We cover how to make strong passwords in the *Introducing Online Privacy* workshop.) After that, you’ll need to decide how to pay.



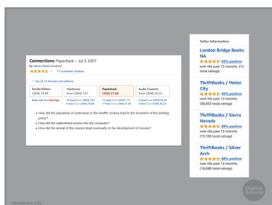
61. There are three ways you can pay online: with a credit card, with PayPal or with a gift card.

PayPal is an online payment service you have to sign up for. You can either put money in it or connect it to your bank account or credit card. Putting a limited amount of money into it can be a good way to limit how much you spend. Using a gift card, which also lets you buy things with cash, limits how much of your personal information you give out.

Both credit cards and PayPal give you some protection if you’re scammed or something else goes wrong.

After you’ve made your payment, don’t let the website save your credit card information.

If you had to make an account on the site, make sure to log out when you’re done so nobody else can use your account. If you used PayPal you should log out of that too.



62. Some shopping websites also let other people sell things on their site. On this listing, for example, some of the different editions of the book are sold by Amazon, while others are sold by other sellers.

It’s important to know who you’re buying from. Other sellers may not follow the same rules when it comes to returns, and you may have to pay for shipping when you didn’t think you would.

Amazon and some other sites allow customers to rate these sellers, so you can check to see whether other people have had problems with them.

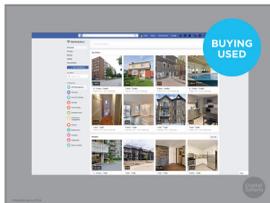
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**63.** Keep any emails that the site sends you and save receipts. Sometimes the only way to do that is to get a screenshot. The website [take-a-screenshot.org](http://take-a-screenshot.org) will show you how to do that on your device.

If you paid by PayPal, you can check your account right away to make sure the right amount was charged. If you paid by credit card, you'll need to watch for it to show up on your statement. On PayPal, always choose "Paying for an item or service" and not "Sending to a friend" to make sure your purchase is protected.

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**64.** The internet is also a great way to find bargains by buying things used.

Kijiji is probably the best-known Canadian site for buying things used, but you can also check Facebook Marketplace or see if there is a site specific to your city.

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**65.** Buying used isn't that different from buying new, but you need to be extra careful to make sure of what you're getting and that there aren't any hidden costs.

Find out what, if anything, the site will do if something goes wrong.

Think about how to stay safe when you pick the item up or get it delivered. You can either bring someone with you or arrange to pick it up in a public place.

Be especially cautious if something seems like *too good of a deal*. Most people selling things online are honest, but there definitely are scams out there.

Finally, never make a deposit in advance.



66. Here are some of the most common scams you might find while shopping online.

The first is when you don't get the thing you paid for: if it's the wrong item, if it's broken or just doesn't turn up at all.

Online shopping can also be a cover for a *phishing* scam, where somebody tries to get access to your bank account or credit cards – either by getting enough of your personal information to be able to break in, or by getting you to just give them access.

Sometimes the fee may turn out to be higher than what you agreed to, but another common scam is when the seller offers to give *you* money – more than the item costs – and then asks you to send back the difference. They usually claim it's because they're selling from another country, so paying in the regular way won't work. The payment they send you, though, will turn out to be fake.



67. One of the most common reasons that people sometimes don't want to use the internet is because they're worried that something will go wrong.

The good news is that most of the time, it's pretty easy to fix your mistakes.



68. Whether you've been scammed or just had a bad experience, the first thing you need to do is identify exactly what went wrong. Is it the wrong item? Is the condition not what you thought it would be? Did you just change your mind? (Some provinces and territories give you a cooling-off period for things you buy online.)

Next, contact the seller if you can and try to resolve the issue. (Depending on where you bought it, this might mean the website, someone who was selling through the website, or both.)

If that doesn't work and you feel that you've been cheated, contact your credit card company or PayPal and tell them what the issue is.



69. If you've been scammed you can also contact the police. Even if there's nothing the police can do, you should also report it to the Canadian Anti-Fraud Centre.

If you know about successful or attempted crime online, visit [www.recol.ca](http://www.recol.ca) to report it.

Even if they're not able to act on your particular case, it helps them know which scams are going around.



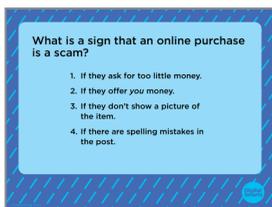
70. Rules about online shopping are different from province to province, so let's take a few minutes to find out what they are here.

Go to the web address at the bottom of the page, which leads to the different Consumer Affairs offices for the different provinces and territories.

Pick two – your own province or territory, and one other – and find out if they have a cooling-off period for things you buy online, and what the rules are for returning something you bought online.

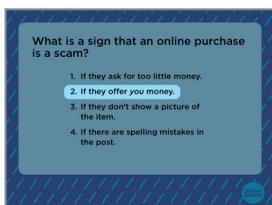


71. Let's do another quick quiz to review what else we've learned.



72. What is a sign that an online purchase is a scam?

If they ask for too little money? If they offer *you* money? If they don't show a picture of the item? Or if there are spelling mistakes in the post?

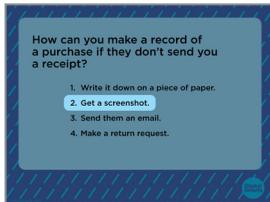


73. Offering *you* money is a common scam. As always, watch out for things that are too good to be true!



74. How can you make a record of a purchase if they don't send you a receipt?

Write it down? Get a screenshot? Send them an email? Or make a return request?



75. The best approach is to get a screenshot that shows you made the purchase.

The website take-a-screenshot.org shows you how to do that on different devices.



76. Why does it matter whether you buy from a site with a .com or a .ca web address?

Because you can only buy from .ca sites if you live in Canada? Because you'll usually pay less for shipping? Because things on .com sites will be cheaper? Or because .ca sites only sell direct from the business, not other sellers?

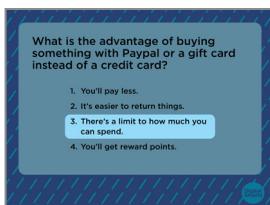


77. A lot of big businesses have both a .com and .ca site. You'll pay less for shipping from the .ca site, but sometimes things are still cheaper on the .com. It pays to double-check!



78. What's the advantage of buying something with PayPal or a gift card instead of a credit card?

Will it cost less? Is it easier to return things? Is it because there's a limit to how much you can spend? Or will you get reward points?



79. Gift cards and PayPal can put a limit to how much you can spend (unless you authorize PayPal to take money directly from your bank account.)



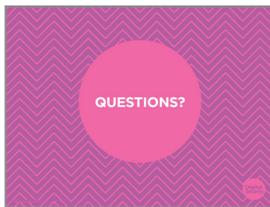
80. Before we finish, let's review some of the new terms we've learned in this session.

A *browser* is the app or program that lets your device visit web pages. Examples of browsers include Chrome, Firefox and Safari.

A *menu* is a box or window that appears to give you choices when you're using a program or website.

*Uploading* means sending something like a photo or a word processing file from your device to a website.

*Attaching* a file means you send something to someone else through a text, an email or some other kind of message.



81. We're almost done this workshop, so let's stop for a second to see if anybody has any questions about what we've covered so far.

If you'd rather not ask your question now, I will be here for a little bit after the workshop, so feel free to come ask me.



82. Make sure to take home the Practice Sheet for this workshop. Use the video link on it to review what we covered today.



83. Before we debrief, we ask that you please take five minutes to complete this program evaluation survey. This survey is similar to the one at the beginning of the workshop; it will help the team at MediaSmarts better understand if the workshop is doing a good job of supporting survivors' digital knowledge, skills and confidence, and inform future program updates. Your answers are completely anonymous. This survey is meant to evaluate the program, not you, the participants. There are no right or wrong answers; it is okay if you don't have the skills being asked about in the survey.

As before, your participation is completely voluntary. If you're interested in taking the survey, all you need to do is scan the QR code on your phone, or type in the link on your browser to access it. We'll pause here again until everyone is finished, please take your time.



84. You are also invited to participate in an online interview discussion to provide further feedback on the workshops you are attending as part of this program. Interviews will take about 60 minutes. Interview participants will receive a \$50 electronic gift card to PC/Shoppers as a thank you for their time. The MediaSmarts' team who developed this workshop will use these interviews to guide program updates and to assess the value and impact of this workshop.

If you'd like to participate, you can take a picture of this slide and use the link to register. You can also scan the QR code instead, it will open the registration page. You don't have to sign up now; you can save a photo of the slide or the registration link and decide to participate later.



85. We have come to the end of the workshop. We would like to check in with you before you leave:

Are there any immediate needs or concerns coming out of the workshop that we can help you with? If we cannot help, we will point you to some available resources that may be able to help.

Do you have any other questions coming out of the workshop? If we have the answer, we will give it to you. If not, we will point you to some available resources that might help or we will connect you with someone who might know.

Finally, let's end with a question: what is one skill you have learnt in this workshop that you think will be useful in your own life?