Workshop Script

Explore
Online Basics

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YWCA CANADA

A TURNING POINT FOR WOMEN
UN POINT TOURNANT POUR LES FEMMES

1. Welcome to our session on exploring online basics.

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 any time you have a question along the way.

2. Before we get started, I'd like you to think for a minute about what you're hoping to get from this workshop.

You don't have to answer out loud. Just think about – What are some things you like to do?

What are some things that you wish you could do?

How do you think the internet could help you do those things?

3. 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.
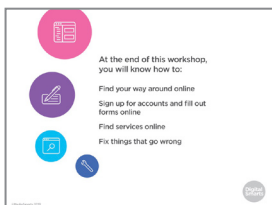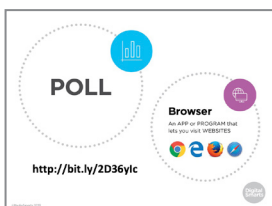
4. At the end of this workshop, you will know how to:

Find your way around online

Sign up for accounts and fill out forms online Find services online, and

Fix the most common things that can go wrong when using a computer or smartphone.

5. Before we get started, let's do a quick poll to find out how much you already know.

You can answer the first question by raising your hand — how many people here are using devices, such as phones or computers, that you brought with you?

How many people are using devices that you haven't used before?

If you've got a device you already know how to use, start it

up and use your browser to go to the website on the screen. Once you're there you can do the poll. It should only take a few minutes.

If you haven't used your device before, look for one of the browser symbols you see on the screen. Then you can put in the web address to go to the poll.

I'll come around and help make sure everyone is able to get to the poll. If you finish ahead of other people, you can help one of your neighbours.

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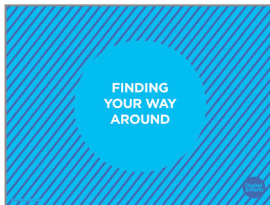
6. In the *Discover Online Basics* session we talked about the different ways to get to a website. We're going to start today's session by looking at how to find your way around once you're there.

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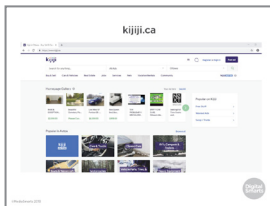
7. Let's start by going to Kijiji dot ca. It's a Canadian site that lets people buy and sell things. People also use it to find pets to adopt, to find homes or apartments to rent, to find work, and for many other things.

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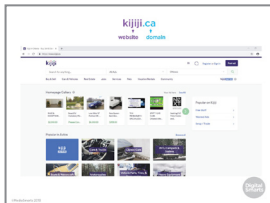
8. Just as a refresher, the quickest way to get to a website is to open your browser and put the web address in the address bar at the top. The web address always has the website name on the left of the dot and the domain on the right. The domain will be something like dot ca, dot com, or dot org.

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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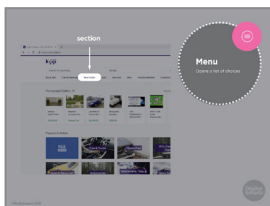
9. Now we're going to find our way around the site. Most websites are divided into different sections. A lot of them have headings called *menus* that open up a list of choices when you click on them, or sometimes when you just move the pointer over them. These are just the same as the menus that you find in other programs like Word or Excel.
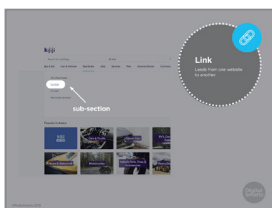
10. In this case, when we move the pointer over the Real Estate section, a menu appears. Moving the pointer over each one of these shows us that it's a *link* that leads us somewhere else – in this case the *sub-section* on properties for rent.
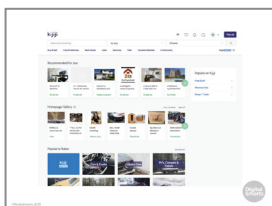
11. Another way to find what you're looking for on a website is through *filters*. These let you narrow down to just the things you're looking for.

For example, the Kijiji site can seem very overwhelming because there are so many things being offered to buy, sell, rent and so on.
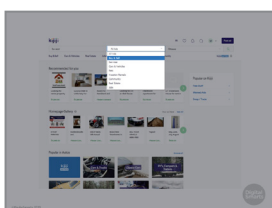
12. We can click on the filter labelled "All Ads" at the top and choose from the menu of different sections – Buy and Sell, Services, Cars and Vehicles, and so on —
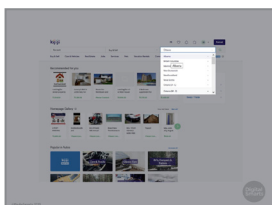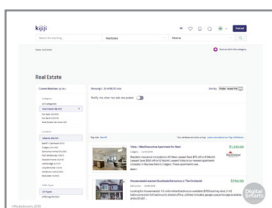
**13.** — then click on the filter for area, and pick whatever province, territory or city we want—
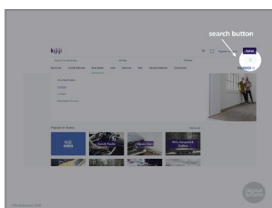
14. — Then click on the Search button to get our filtered results.

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

15. Now we're looking just at real estate posts in Alberta. As you can see, that's still a lot of posts – almost seventy thousand – so we can use the filters again to narrow things even more.

The filters have moved to the left side of the page, but they still work the same way.
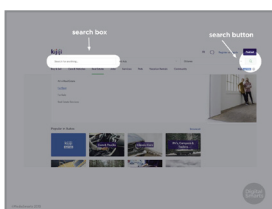
16. Most websites also have a *search box* that lets you type in whatever you're looking for. To use it, click on the box, type what you want to find, and click the search button.
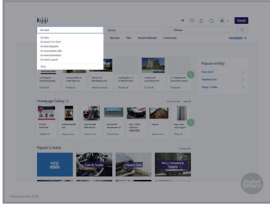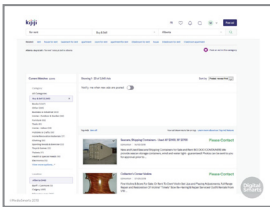
17. On Kijiji, for example, we can type "for rent" and it gives us some common options to choose from.
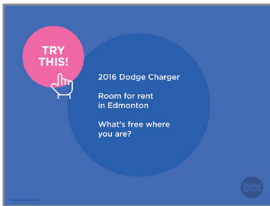
If you want to use one of those, click it. If you don't, just go ahead and click the search box.
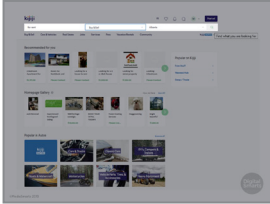
18. On some sites, you can also combine the search box with filters. For instance we might put "for rent" in the search box and set the filters to "Buy and Sell" and "Alberta" —

19. — we've narrowed it down to just over two thousand posts.

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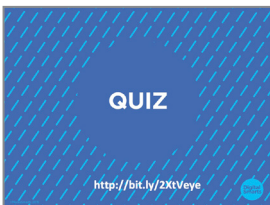
See if you can find:

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 check that you caught everything we just covered. It'll work the same way as the poll you did a few minutes ago.
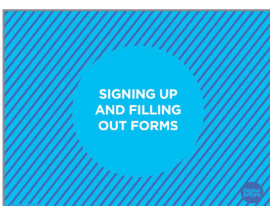
22. On many websites, if you want to do more than just browse them you need to sign up or *register*. We can also use some of what we learned about browsing websites to fill out forms online.
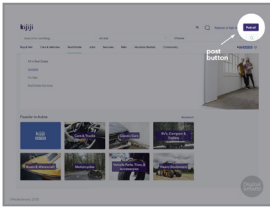
23. For instance, on Kijiji, if we want to post an ad we can click the *Post* button, but if we're not already registered —
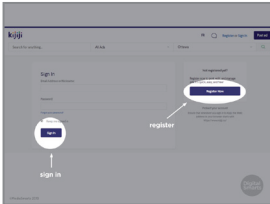
24. — it'll take us to this page.

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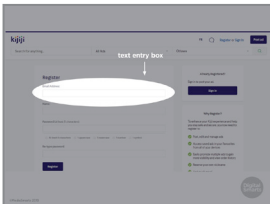
25. To register for most websites, all you need is an email address. (Of course government sites will want more information, usually your social insurance number at least.)

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 *Discover Online Safety* session. For now, just remember – don't use the word "password" or any row of numbers that follow each other, like "123456."
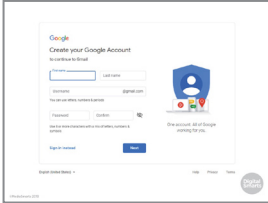
26. If you don't have an email address, you can get one for free with webmail services like Outlook or -> Gmail. Go to gmail dot com or outlook dot com. From there registering is pretty much the same as what I'll show you over the next few minutes.
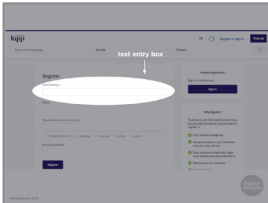
27. The most basic kind of online form is called a text entry box. You just click on the box and then type into it. If you're using a phone or tablet the on-screen keyboard will pop up when you touch it.

We already saw one of these on the Kijiji home page, when we typed "for rent" into the search box.
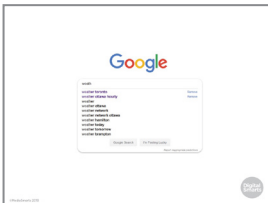
28. Text boxes are often set to *auto-complete*. That means that they guess, based on what you or other people have typed in the past, what you're going to type.

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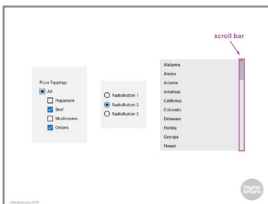
29. Some online forms only give you certain options to choose from. These can come in a few different forms: sometimes you can click more than one option, like our list of possible pizza toppings on the left. Sometimes you can just pick one, as in the list in the middle.

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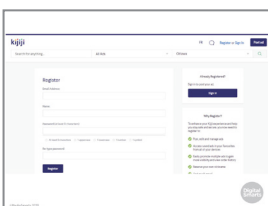
30. If you make a mistake in any of the fields, you should be able to fix it right up until you click the "Submit," "Register" or "Next" button.

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 radio

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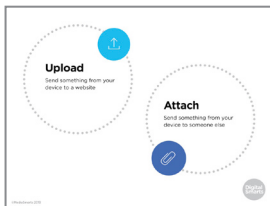
31. Sometimes you may want or need to *upload* a file from your computer. For instance, social networks ask you to upload a picture for your profile.
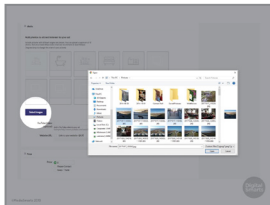

32. If you wanted to post an ad on Kijiji to sell your car on Kijiji, for example, you'd click "Select Images" and then find the picture of your car in "Photos" on your computer, click it and click "Open."
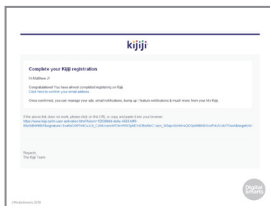

33. When you're registering for something you'll usually get an email to make sure that the email address you signed up with belongs to you.

If you get an email like this, *only* click on the link if you've just been trying to register for that site. If you haven't, it's probably a scam called a *phishing email.* The *Discover Online Safety* workshop has more information on how to spot and avoid scams like that.
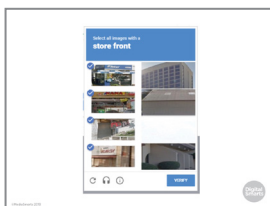
34. Finally, a lot of sites make you do a test like this to make sure you're a real person and not a computer program. You're shown a series of pictures and have to click on the ones that match the description (here it's "store front.")
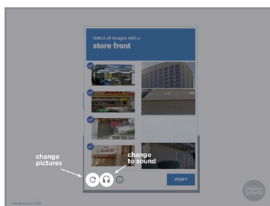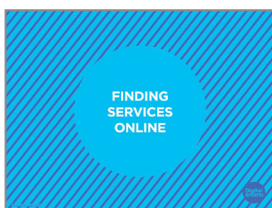

35. If the pictures aren't clear, click or tap the circular arrow to get new ones. You can do this as many times as you like.

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 enter them into the text box.
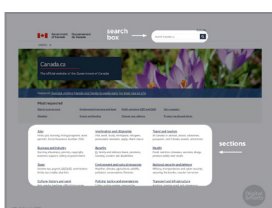
**36.** Let's do another quick quiz to make sure you caught all that.

37. 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.

38. 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.
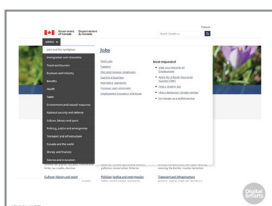
39. It also has a pull-down menu with all of the sections along the left column. Moving the pointer over any of them will open another menu of subsections.
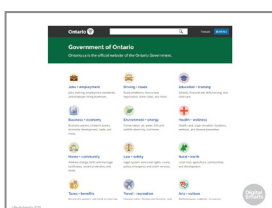
40. Each province and territory has its own website as well, which you can find with a search engine like Google. This is where you can get information and use services about things like driver's licenses, education, health care, and birth or marriage certificates.

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

42. 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 get a marriage licence in Newfoundland.

Go to Vancouver dot ca and find out how much it costs to take a bus in Vancouver. 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?
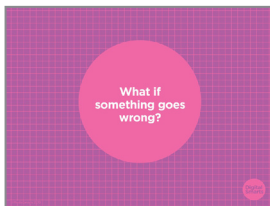
43. One of the most common reasons that people sometimes don't want to use the internet is because they're worried that something will go wrong.

What are some things that you think might go wrong while using a device? What are some things you're worried about?

The good news is that most of the time, it's pretty easy to fix your mistakes.
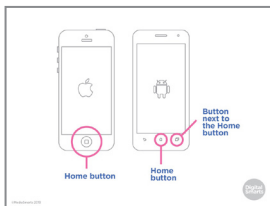
**44.** On phones and tablets you can usually leave an app without closing it by pressing the Home button.

If you want to close an app on the iPhone or iPad, push the Home button twice. Then use your finger to swipe the app you want to close off the screen.

If you have a more recent iPhone or iPad with no home button, swipe young finger halfway up from the bottom of the screen and then lift your finger. This will open a new window where you can close apps.

On an Android device, tap the square *next* to the home button, then swipe the app off the screen. (Sometimes this is on the right, sometimes on the left.)
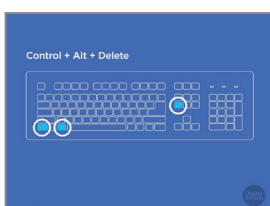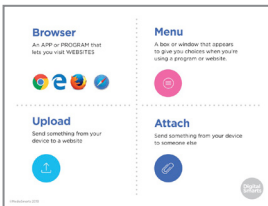
45. If you're using a computer that runs Windows, press the Control, Alt and Delete buttons at the same time. (They may not be in exactly the same spots on your keyboard.)
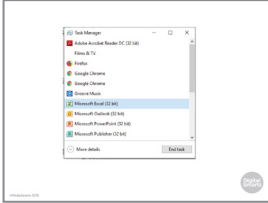
46. That will bring up this Task Manager window. Click on the program that you want to close and press End task.
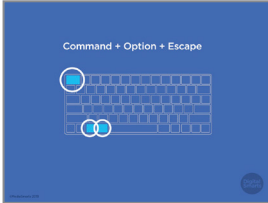
**47.** If you're using a Mac, press Command, Option and Escape instead.

48. 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 it to someone else through a text, an email or some other kind of message.
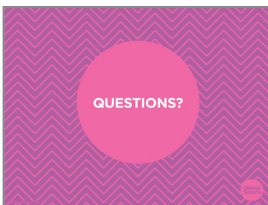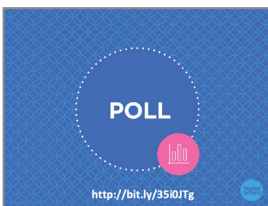
49. We're almost done this workshop, so let's stop for a second to see if anybody has any questions about what we've covered so far.

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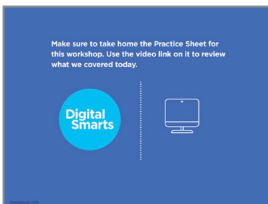
50. Make sure to take home the Practice Sheet for this workshop. Use the video link on it to review what we covered today.

51. We've covered a lot in this workshop. Now we'd like to hear from you about what you learned, what you still have questions about, and your suggestions for how to make the workshop better.