



Workshop Script





1. Welcome to our session on exploring online shopping and entertainment.

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 shop for?

What are some things you like to watch or to listen to?

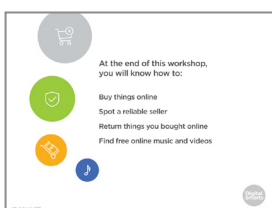
How do you think the internet could help you do those things?



3. It's not news that the internet can make it a lot easier to do things like keep in touch with friends and family, find important information and watch TV and movies. 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.



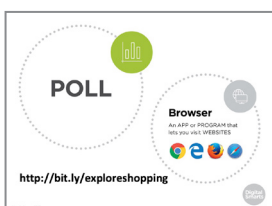
4. At the end of this workshop, you will know how to:

Buy things online

Spot the signs of a reliable or unreliable seller

Return things you bought online

Find free online music and videos



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?

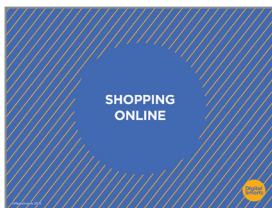
How many people are using devices that you haven't used before?

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 logos you see on the screen. Then you can put in the web address to go to the poll.

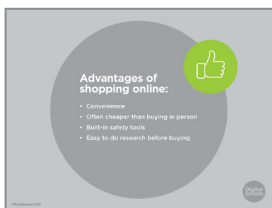
I'll come around and help make sure everyone is able to get to the poll. If you finish ahead of other people, you can help one of your neighbours.

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6. Let's start by looking at the basics of online shopping.

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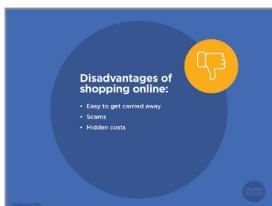
7. There are a lot of advantages to shopping online.

First, it's very convenient: you just need a secure internet connection to buy things from around the world. You can also often get better prices than you can when shopping in person.

Many online shopping sites are equipped with tools that help you to protect yourself from being scammed. We'll talk about those in a minute. If you use them, you make it much easier to keep your shopping safe.

Finally, it's easy to do research before you buy things by finding customer reviews on products, services, and even individual vendors/buyers online.

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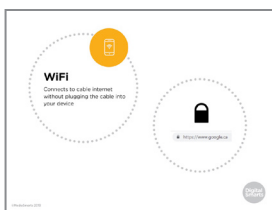


8. Like anything we do on the internet, shopping online has its risks too.

It can be *too* convenient: it's easy to get carried away and buy more than you mean to.

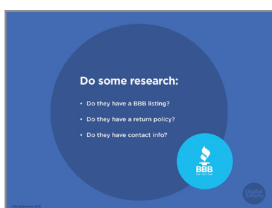
Scammers sometimes offer deals that are too good to be true, selling things that are counterfeit, stolen, damaged or just don't exist.

And even a lot of legitimate online shopping sites have hidden costs that make what you're buying more expensive than you thought it would be, like shipping and duty charges.

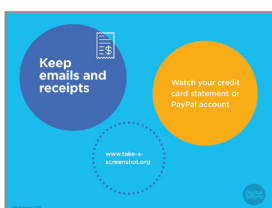


9. Never buy anything from a website that isn't secure. The signs of a secure website are the padlock on the address bar, and a web address with "https" (with an S at the end) instead of just "http."

Don't ever buy anything when using public WiFi, like at a library or coffee shop.

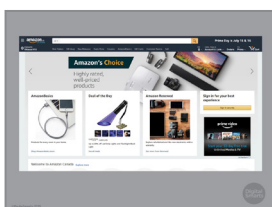


10. Do a little research before you buy anything from a website. Is there a listing for the company on the Better Business Bureau website? Does the company have a return policy? Is there contact info like an email address or phone number that you can use if you have problems?

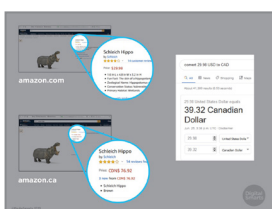


11. Keep any emails that the site sends you, and save receipts. Sometimes the only way to do that is to get a screenshot. The website take-a-screenshot.org will show you how to do that on your device.

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.



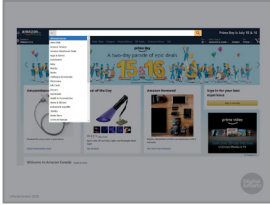
12. Most big chains sell online now, and of course Amazon – which only sells online – has become one of the biggest companies in the world.



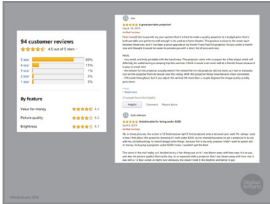
13. In most cases there will be a Canadian version of the site with a .ca address. This site might not have the exact same stock as the main site, but you'll pay less in shipping.

Also, remember than 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.

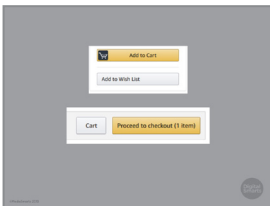


14. Most websites have both search boxes and categories. You can use these to search the whole site, to browse in a category, or to search in just one category.



15. 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.”

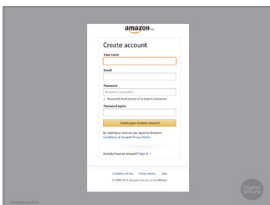
You can also open Google in a new tab and search for the name of the product and the word “review.”



16. Most shopping sites use the idea of a “cart” or “basket” to stand for the 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.



17. 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 *Explore Online Privacy* workshop.)

After that, you’ll need to decide how to pay.



18. 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. So can using a gift card, which also lets you buy things with cash and to limit 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.

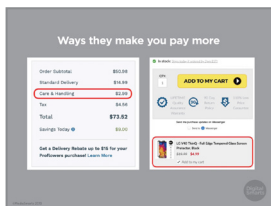
If you had to make an account on the site, make sure to log out when you're done so nobody else can use your account. If you used Paypal you should log out of that too.



19. Like most apps and websites, the way that online shopping sites are made affects how you use them. In particular, they're designed to make you buy more and to make you pay more.

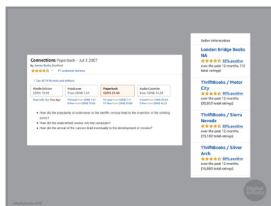
Knowing some of their tricks can help you avoid being sucked in.

For example, a lot of sites have things like this countdown timer, or alerts that tell you something is almost out of stock, to get you to buy something before you've had a chance to think about it.



20. It's important to double-check your final checkout, because sites often make their prices look lower by leaving out things like taxes, shipping and "care and handling."

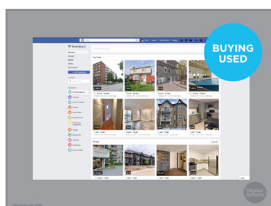
Sometimes they'll even add extra items to your cart that you'll automatically buy unless you un-click them.



21. 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.

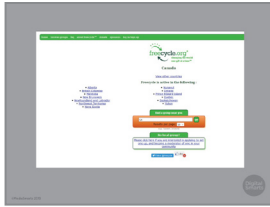
It's important to know who you're buying from. Other sellers may not follow the same rules when it comes to returns, and you may have to pay for shipping when you didn't think you would.

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.



22. 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.



23. An even cheaper option is Freecycle. Check Freecycle.org to find listings for your city or province.



24. 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.

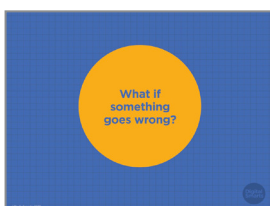


25. Here are some of the most common scams you might find while shopping online.

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.



26. It can be harder to deal with problems when you're shopping online, compared to shopping in person, but there are a few things you can do that will usually help.



27. 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.



28. 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 to report it.



29. 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.



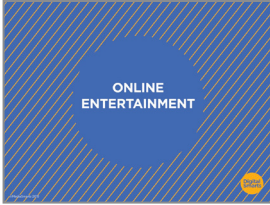
30. Rules about online shopping are different from province to province, so let's take a few minutes to find out what they are here.

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.

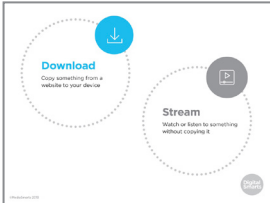
Pick two – your own province or territory, and one other – and find out if they have a cooling-off period for things you buy online, and what the rules are for returning something you bought online.

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

Now turn to the person next to you and compare notes. Did you find the same answer for your province? If you chose different provinces for the other one, how were the answers different?



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31. Besides shopping, one of the main things people use the internet for is watching videos and listening to music.
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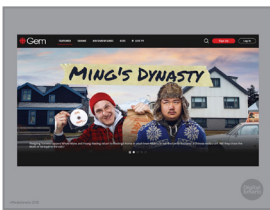
32. Whether you're listening to music or watching a video, you're always doing it in one of two ways:

Downloading it, by making a copy on your device;

Or *streaming* it, which means you don't have a copy when you're done.

Most often, you pay just once to download something, while you pay a monthly fee to use a streaming service.

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33. There are a lot of places where you can stream video or music for free, but not as many where you can download things for free.

Government-funded sites like CBC and the National Film Board offer free streaming from their sites.

Some commercial TV stations let you stream some of their programs as well, though usually with some restrictions.

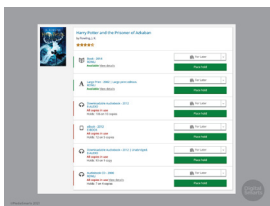
A lot of public libraries also give you access to streaming services like Hoopla and Kanopy.

And of course YouTube is free, though like TV you have to watch the ads.

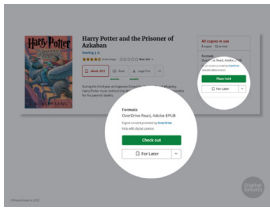
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34. Your library may also offer free access to e-books.
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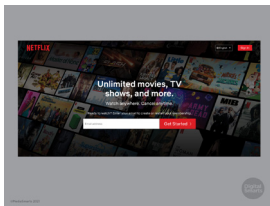


35. If you search for a book, all available media options will appear, like in this search for Harry Potter and the Prisoner of Azkaban.

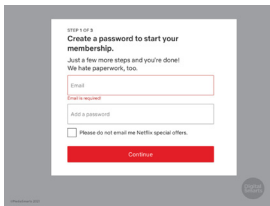


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36. You can place holds on any of the copies in any of the mediums of media available. The OPB library uses the platform “OverDrive” in order to take out e-book or downloadable audiobooks.

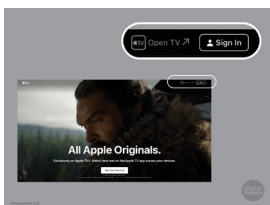
For more information on OverDrive, you can click on the “help with digital content” hyperlink, which will bring you to their platform that provides details on how to use it in conjunction with your library account. The books can be listened to and read on various devices, although not on your Kindle.



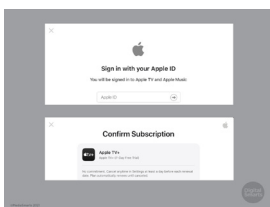
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37. Of course there are also paid streaming services, such as Netflix or Disney Plus, where you pay a monthly fee for in order to access their content.



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38. Signing up is done either on your phone using the app or on the internet using their website by using your email and creating a effective and memorable password. (You can learn more about making good passwords in the Discover Online Safety workshop.)



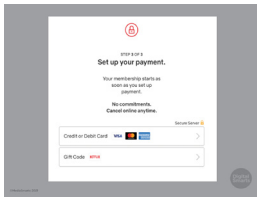
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39. Signing up for Apple TV is a bit different from Netflix, as you have to create an Apple ID in order to hold an account.



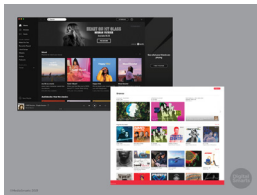
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40. In order to do that you select “sign in” in the top right hand corner of the home page, and create an Apple ID. After that you can confirm your subscription.



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41. Some services, like Netflix, offer different plans at different prices. In some cases, like Disney Plus, you pay extra to get premium content, or to be able to watch certain things early: in others, the difference between the plans is how good the video quality is – which may not make a big difference if you’re watching on a computer screen, a tablet or a phone.



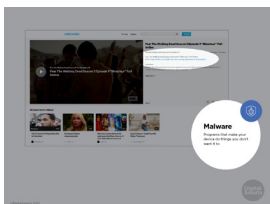
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- 42.** The last step of registering for any streaming service is to provide a credit card in for the platform to be able to bill you monthly. Because you're sending out credit card information, don't sign up for a streaming service using public Wi-Fi.vvv



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- 43.** Alongside movie and tv subscription services, there are also music platforms such as Spotify and Apple Music. Signing up for these is very similar to signing up for Netflix or Apple TV except you will be accessing music instead.

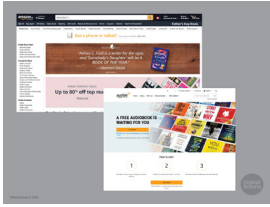
Spotify can be accessed either through your Internet browser that will lead you to download the app on your computer or as an app on your phone that can be downloaded either through the App Store on an Apple device or the Google Play store on an Android device. Spotify has two levels of membership: free and premium. The main difference between the two is that the free version has ads in between the music you are playing and the premium level does not.

You do not need to have an iPhone to use Apple Music, as the app can be downloaded from the Google Play store on all Android Devices too. Apple Music can be accessed in your Internet browser and will lead you to create an Apple ID, alike to using Apple TV (you can use the same apple ID for both). You can then decide to purchase Apple Music – there is no free option, other than a free trial. But if you're looking for recent movies or TV shows, watch out for posts on streaming sites like this one, which ask you to follow an unknown link to watch them. Following one of these links will almost always lead to getting malware on your device.



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- 44.** But if you're looking for recent movies or TV shows, watch out for posts on streaming sites like this one, which ask you to follow an unknown link to watch them. Following one of these links will almost always lead to getting malware on your device.

Downloading videos or music from file-sharing sites is dangerous, too, and you might also have to pay a fine for breaking copyright law. Downloading videos or music from file-sharing sites is dangerous, too, and you might also have to pay a fine for breaking copyright law.



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- 45.** Finally, you can also buy e-books and audio books from most online bookstore.

The biggest online bookstore is Amazon, which sells e-books in its Kindle format. These are made to be read on Kindle brand e-book readers, but you can get apps for other devices that let you read them. Indigo Chapters sells e-books for its Kobo brand reader; you can get apps for other devices on the App Store and Play Store too.



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- 46.** Remember that even if the service is free, both streaming and downloading can use a lot of data – especially video.

When you download something you can watch it again from your device without using data.

If you don't have unlimited data, and expect to watch or listen to something more than once, downloading can be cheaper in the long run.



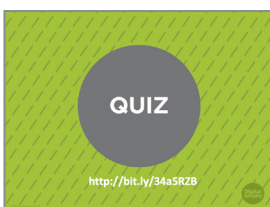
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- 47.** Remember, too, that videos cost you time as well as money!

Unlike old-style TV, you don't have to wait a week for the next episode of a show on Netflix. The next one will play by itself unless you tell it not to.

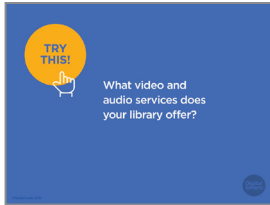
That means that you need to plan your watching a bit more. Decide before you start how long you're going to watch, and have times and places where you don't use devices at all. (It's especially important to keep all kinds of screens out of your bedroom: just having them there can make it harder to get a good night's sleep.)

In general, it's a good idea to treat online video like dessert: save it for after you've done everything else that needs to be done.

To do that, you need to make sure you have a clear idea of how much you are watching. You can use an app like Apple's Screen Time to keep track, or just keep a media diary.



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- 48.** Let's do another quick quiz to make sure you caught all that.



49. Let's try putting everything we've practised so far together.

Find the website for your local library and find out what video or music services they have. What do they have there that you might like to watch or listen to?

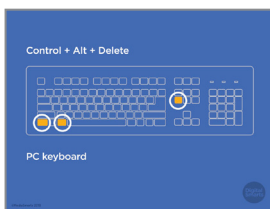
I'll come around and help anyone who's having problems.

Now turn to the person next to you and compare notes. How easy was it to find? To use?

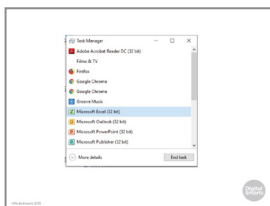


50. One of the most common reasons that people sometimes don't want to use the internet is because they're worried that something will go wrong.

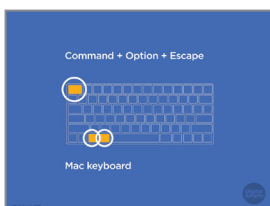
The good news is that most of the time, it's pretty easy to fix your mistakes.



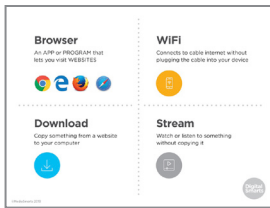
51. If you're using a PC, press Control, Alt and Delete at the same time to bring up the Task Manager.



52. That will bring up this Task Manager window. Click on the program that you want to close and press End task.



53. If you're using a Mac, press Command, Option and Escape instead.



54. 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.

WiFi sends internet signals to your computer without any kind of wires or cables by using a wireless *router* that's connected to cable internet.

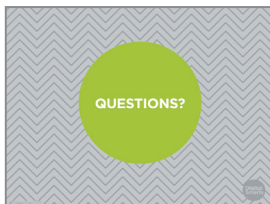
Downloading something means copying it from a website or email to your computer.

Streaming means watching or listening to something without making a copy on your device.



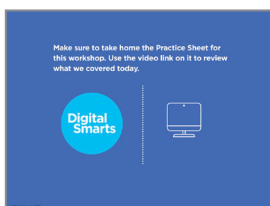
55. A *phishing* scam is one where somebody tries to get you to give up some personal information, often about your bank accounts.

Malware means programs like viruses that do something to your computer that you don't want.

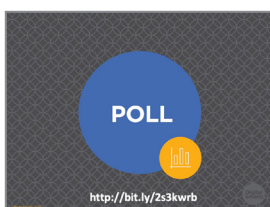


56. We're almost done this workshop, so let's stop for a second to see if anybody has any questions about what we've covered so far.

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.



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



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