DIGITAL SKILLS CURRICULUM

Contents

BRIDGE Community Tech Connect Curriculum Outline/Suggested Order of Topics

- Most topics should take 1 hour or less to deliver.
- Topics can be delivered as a bundle or as "one-off" sessions.
- The sessions are listed below in the order that would make the most sense to deliver them if all the sessions were delivered as a bundle or package. However, instructors may use a different order based on learner needs.
- Based on feedback a new words/terms section was added to each topic. All of those terms will be in a master glossary document that can be referred to.

Topic	Outcome	Notes
You Don't Need to Be Afraid of Computers!	When I am done this lesson, I will know: • What the best way is to overcome my fear of computers and technology • Some common myths about technology • Where I can use a computer for free	
Introduction to Computers	When I am done this lesson, I will know: • What a computer system is • Why computers are important in all parts of life	
Parts of the Computer	When I am done this lesson, I will know: • The parts of a computer system • The basic parts of a computer (hardware) • Common peripheral devices used with computers • How to turn a computer on and off	
Typing on a Computer Keyboard	When I am done this lesson, I will know: • How a keyboard works • How to type properly using a keyboard on a computer	Incorporates a tutorial from GCFGlobal and will take more than an hour. Learning to type on a keyboard will take a few weeks, so this topic needs to be incorporated into several lessons or as a next step for a "pop-up" type class.

Computer Mouse and Laptop Touchpad	When I am done this lesson, I will know: • The basic parts of a mouse • The difference between a mouse and a touchpad • How to use a mouse	Incorporates a tutorial from GCFGlobal and may take more than an hour.
Operating Systems	When I am done this lesson, I will know: • What an operating system is • What is on the desktop of Windows 10 • How to open an application	This session gives detailed screenshots using Windows 10 but also includes videos outlining other operating systems. If you are using a different operating system, you may need to rework this module using the template to reflect the operating system you are using.
The Internet and Web Browsers	When I am done this lesson, I will know: • What the Internet is • What an Internet browser is • How to use some of the functions in a common Internet browser	
Internet Search Engines	When I am done this lesson, I will know: • What a search engine is • Some of the most popular search engines • How to use a search engine to find information	

Accessible features on devices and in programs	When I am done this lesson, I will know: • What accessibility features are • The main categories of accessibility features • Common accessible features available on different types of devices and programs	
Evaluating Online Information	When I am done this lesson, I will know: • Why it is important to evaluate online information • What fake news is • Some questions I can ask to try and determine if information I find on the internet is true and comes from a reliable source	
Bookmarks	When I am done this lesson, I will know: • What a bookmark is • Why I would use bookmarks • How to add a bookmark	
Deleting Online History	When I am done this lesson, I will know: • Some of the different types of online history that can be saved by web browsers • Why I should delete my online history	
Personal and Private Information Online	When I am done this lesson, I will know: • The difference between personal and private information • What identity theft is	

Passwords	When I am done this lesson, I will know: • What a password is • How to create a strong password	
Email Basics	When I am done this lesson, I will know: • What email is • How to set up an email account • Some basic email features • How to send a basic email	May take more than 1 hour to deliver.
Online Forms	When I am done this lesson, I will know: • Common types of data you enter in to an online or PDF fillable form • Tips for filling in forms	
Online Shopping	When I am done this lesson, I will know: • Some of the pros and cons of online shopping • How to know if an online shopping website is secure • General steps to making an online purchase	
Online Gaming	When I am done this lesson, I will know: • How online games can help me learn or improve skills • Some places to find free, fun, online games	

Social Media	When I am done this lesson, I will know: • What social media is • Some common social media sites • What I can use social media for • Some tips on how to stay safe and secure when using social media	May take more than 1 hour to deliver. You could break it down into different types of SM and deliver in separate sessions.
My Digital or Online Footprint	When I am done this lesson, I will know: • What a digital footprint is • What my digital footprint might have in it • How a digital footprint can affect employment	
Application Software – Word	When I am done this lesson, I will know: • What Microsoft Office and Microsoft Word is • How to use some of the basic tools in Microsoft Word	This will take more than an hour. You might want to do it in two sessions.
Files and Folders	When I am done this lesson, I will know: • What a file and a folder are • Icons for common file types • How to save a file in Windows • How to create folders and organize files • Some tips for saving and organizing files	
Using a USB Flash Drive	When I am done this lesson, I will know: • What a USB flash drive is • What you can use a USB flash drive for • How to save a file on a USB flash drive • How to safely eject a USB flash drive	

Storing Information on the Cloud	When I am done this lesson, I will know: • What the cloud is • Some common cloud services and basic features	
Computer Viruses and other Online Threats	When I am done this lesson, I will know: • Some common online threats • Some tips to avoid online threats • What to do if my computer gets a virus	
Recognizing Spam	When I am done this lesson, I will know: • What spam is • How to recognize spam in my mailbox	
Online Calendars	When I am done this lesson, I will know: • The different ways I can use an online calendar to stay organized • Some features of common online calendars	
Icons and Apps on my phone and tablet	When I am done this lesson, I will know: • How to identify the icons on my phone or tablet • What the common apps on my phone or tablet are for	
Using Zoom	When I am done this lesson, I will know: • What Zoom is and what it does • Three ways to join a Zoom meeting • Some Zoom features	

Whats App and other messaging applications	When I am done this lesson, I will know: • What the most popular messaging applications are • What WhatsApp is • The main features of WhatsApp • How to set up WhatsApp on my device	

Other useful items to develop:

- A document/flyer/handout that can be used if people want to learn more or take the next steps. Could include local programs, how to find programs, online information or sites where you can learn more, etc.
- A certificate that can be used for each topic or for the bundle.

Topic: You Don't Need to Be Afraid of Computers!

When I am done this lesson, I will know:

- What the best way is to overcome my fear of computers and technology
- Some common myths about technology and computers
- Where I can use a computer for free

👍 Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know how to overcome my fear of computers				
I know some common myths about technology and computers				
I know where I can use a computer for free				

📖 New Words and Terms

technology
technophobia
computer
Internet
virus update
hibernate mode
sleep mode

Many people fear using technology. There is even a term for it: technophobia. Technophobia is a fear, dislike or avoidance of technology or devices like computers. You aren't alone. Many people are afraid of technology!

Technology is a paradox for many people. It is meant to make our lives easier but often it can seem to make our lives harder because we have to learn how to use new devices or technology. Technology changes very quickly and there are always new devices and new software being released. The fear of technology can cause extreme anxiety and stress for some people.

The best way to overcome the fear of technology is to learn more about it and practice using it.

💬 DISCUSSION QUESTIONS

What do you fear the most about using computers?

Common Myths about Technology and Computers

Myth	Truth
The Internet isn't safe so I shouldn't use it!	There are many different ways you can get into trouble on the Internet. But this doesn't mean you shouldn't use it. That would be the same as saying you should never go out of your house because you might get sick.
The camera or webcam on my computer can spy on me.	This is usually only true if your computer has been hacked and has a RAT installed on it. A RAT is a Remote Administration Tool. Clicking on or downloading suspicious attachments can allow a RAT to be put on your computer. If your computer's webcam is on, the indicator light beside it will be on. If it is on when you are not using your webcam, you may have a RAT installed.
My computer is slow, so I must have a virus.	Computer viruses might slow down your computer but there are also other causes. Software that is out of date or too much data on your hard drive can also cause your computer to be slow.
I have antivirus software so my computer can't get a virus.	New viruses are developed all the time. You should keep your antivirus up to date, but you should also make sure you are careful about which sites you visit, and make sure you never click or open suspicious sites or emails.
Automatic updates cause problems so I shouldn't do them, or I should turn them off.	Most automatic updates are developed to solve problems related to security and system performance.
You need to shut your computer down every time you are done.	Both laptops and desktops have sleep and or hibernate modes that allow them use almost no power without completely shutting down. This saves time when you are ready to use your computer again because you don't have to wait for it to completely power up.

Can you think of any other things you have heard about computers that might be myths?

Where Can I Use a Computer for Free?

If you don't have your own computer, there may be places in your community where you can use one for free.

- If there is a local adult learning center or program funded by Employment Bridge, they will probably have programs you can join to learn skills such as how to use a computer. They will have computers you can use for free. Check with your instructor for more information about local adult learning programs.
- If there is a public library in your community, they will have computers you can use for free. You might need a library card and you will probably have to sign in to use a computer. Many libraries now have computers that you can loan or borrow if you have a library card.
- If your community has an employment service organization funded by Employment Bridge, they will have a computer lab that you can use for free. You will probably need to sign in to use a computer.

If you don't have your own computer, you might be able to get one through our refurbished Computer giveaway program called GET TECH. This program is funded through our GREENLY RECYCLING PROGRAM. You have to meet certain criteria and apply. For more information, you can click here to see the website www.bridgela.org

🗨 DISCUSSION QUESTIONS

What do you want to learn about? Here is a list to help you get started (check off what you want to learn about):

☐ What a computers system is and why computers are important

☐ Parts of a computer

☐ Typing

☐ Using a mouse or touchpad

☐ The Internet and web browsers

☐ Search engines

☐ Evaluating online information

☐ Bookmarks

☐ Deleting online history

☐ Personal and private online information

☐ Passwords

☐ Using email

☐ Using online forms

☐ Online shopping

☐ Online gaming

☐ Using social media

☐ My online footprint

☐ Software (e.g., Word)

☐ Saving files

☐ Using a USB flash drive

☐ Storing information on the cloud

☐ Computer viruses

![icon] Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text • Interpret Documents (L2-organized lists, pre-post assessment)
Communicate Ideas and Information	• Interact with Others • Complete and Create Documents
Use Digital Technology	• Conduct Computer Search • Conduct Key Word (Phrase) To Find Website

Topic: Introduction to Computers

When I am done this lesson, I will know:

- What a computer system is
- Why computers are important in all parts of life

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know the difference between a desktop and a laptop computer				
I know the ways computers are used at work				
I know how computers are used for learning				
I know how computers can help me with everyday tasks				

hardware
software
peripheral device
desktop
laptop

What is a Computer System?

A computer system has three main parts:

- hardware
- software
- people

Hardware is the equipment. It is the physical parts. It includes the parts you can see and some parts that you can't see. Hardware includes the processor, memory, storage, communication ports and peripheral devices. Peripheral devices are connected to the computer. Some examples are the display, the keyboard, a mouse, speakers, or a printer. The processor is what makes the computer work. It is like the "brains" of the computer.

Software is a set of instructions or a computer program that tells the hardware what to do. The operating system of a computer is one type of software. There are also thousands of other types of software programs that you can use on a computer. Some of the most common software programs you might use are Microsoft Word or Adobe Acrobat. Software is written by a computer programmer.

People use the software to tell the computer what they want it to do for them.

There are different types of computers. They can have different computing power, capacity, size, mobility and other factors. Some different types of computers are:

- desktop computers
- laptop computers
- minicomputers
- handheld computers and devices
- mainframes or supercomputers

	Watch this to learn more about what a computer is. Source: GCFGlobal.org	https://www.youtube.com/watch?v=7cXEOWAStq4

You are probably using a **desktop computer** or a **laptop computer**.

Desktop Computer	Laptop Computer
• A desktop computer has a few different parts. • A desktop computer needs to have a place to sit. It usually sits on a desk which is why it is called a desktop. • A desktop computer needs to be plugged in to work.	• All the parts are combined in a laptop computer. • A laptop computer can be moved around. You can even have it on your lap which is why it is called a laptop computer. • A desktop computer has a built-in battery. You need to plug a laptop computer into a power source to charge the battery. If the battery is charged, you can use it unplugged. • Sometimes laptop computers are called notebook computers.

CHECK YOUR KNOWLEDGE

What are the three main parts of a computer system?

1.

2.

3.

What are two differences between a desktop computer and a laptop computer?

1.

2.

Computers are used in all parts of our lives today. We use computers in the workplace, in school settings and in our everyday lives.

Examples of Computers at Work

	Retail associates look up customer names, addresses and product information on a computer.
	Factory workers need to use computer scanners to look up product information.
	Office workers use word processing software to write letters.
	Mechanics use computers to match fault codes with engine problems.

DISCUSSION QUESTION

Can you think of any other examples?

Examples of Computers at School

	Students apply to schools online.
	Some courses are done on a computer.
	Assignments are usually done on a computer.
	Many teachers have online class websites.

DISCUSSION QUESTIONS

Can you think of any other examples?

Examples of Computers in our Everyday Lives

	Many people store photos online.
	You can message with friends and family using social media.
	Most people do at least some of their banking online.
	Shopping online is getting more and more popular.

 DISCUSSION QUESTIONS

Can you think of any other examples?

 CHECK YOUR KNOWLEDGE

Write down three different places computers are used:

1.

2.

3.

Share your answers with the group.

👓 OPTIONAL: I WANT TO LEARN MORE

Complete the GCFGlobal: Computer Basics – What is a Computer Course**:**
https://edu.gcfglobal.org/en/computerbasics/what-is-a-computer/1/

👥 Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s) (Levels)
Find and Use Information	• Read Continuous Text (L3) • Interpret Documents (L2- tables, simple format/sequences, pre-post tests) • Extract Information from Films, Broadcasts and Presentations (not leveled)
Communicate Ideas and Information	• Interact with Others (L2 - brainstorm to improve learning environment using technology, exchange opinions, discuss ideas, informal) • Complete and Create Documents (L3)

Topic: Parts of the Computer

When I am done this lesson, I will know:

- The parts of a computer system
- The basic parts of a computer (hardware)
- Common peripheral devices used with computers
- How to turn a computer on and off

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know the parts of a computer system				
I know what the basic parts of a computer are				
I know some common peripheral devices used with computers				
I know how to turn a computer on and off				

computer case
monitor
keyboard
processor
mouse
trackpad
printer
scanner
speaker
webcam
microphone
headset
power button
shut down

What is a Computer System?

A computer system has three main parts:

- hardware
- software
- people

In this section you will learn more about the parts of the computer.

Parts of a Computer

Review

Hardware is the equipment. It is the physical parts. It includes the parts you can see and some parts that you can't see. Hardware includes the processor, memory, storage, communication ports and peripheral devices. Peripheral devices are connected to the computer. Some examples are the display, the keyboard, a mouse, speakers, or a printer. The processor is what makes the computer work. It is like the "brains" of the computer.

The hardware includes many different parts.

The monitor, processor, keyboard and mouse are the main parts of the computer you need to know. Desktops and laptops have all of these parts. In a desktop, the parts are separate. In a laptop, most of the parts are combined into one device. You can add a mouse to a laptop or use the trackpad which is part of the device. The processor, keyboard and trackpad are all part of the bottom of the laptop.

Parts of a Computer (Hardware)

	### Computer Case This is the cabinet that contains most of the components of the computer. It is sometimes called a tower. The Central Processing Unit or CPU is in the case. The CPU is the "brains" of the computer.

	Monitor This is the device that displays or shows you the information from the computer. It is an output device that displays information in pictorial form.
	Keyboard This is the panel of keys that you use to operate or tell the computer what to do. It allows you to input information into the computer.
	Mouse This is a hand-held or hand-operated pointing device that helps you input information into a computer.

Other Peripheral Devices

A peripheral device is an input or output device that allows you to operate a computer. The monitor, keyboard and mouse are all peripheral devices. Other peripheral devices are described below.

	## Printer A printer takes information generated by a computer (graphics and text) and transfers it on to paper. There are many different types of printers.
	## Scanner A scanner can take a picture of a physical item (e.g., a piece of paper with words and pictures on it) and change it into a digital format so that it can be stored or used on a computer. Many printers have a scanner built into them.
	## Speakers Speakers produce sound that is generated when the computer is being used. Most computers have built-in speakers.

	## Webcam A webcam is a video camera that inputs to a computer connected to the Internet. It allows other users to see you when you are connected. Most laptops have webcams built in.
	## Microphone A microphone allows you to speak to the computer and transmit your voice or sounds over the Internet or record them. Most laptops have a microphone built in.
	## Headset A headset is a set of headphones that usually also has a microphone built in. It allows you to connect to a computer and speak and listen while keeping your hands free to type or use the mouse.

	Watch this to learn more about the parts of a desktop computer. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/computerbasics/basic-parts-of-a-computer/1/

| | Watch this to learn more about a laptop computer.

Source: GCFGlobal.org | https://edu.gcfglobal.org/en/computerbasics/laptop-computers/1/ |

Turning the Computer On

If you are using a desktop computer, you need to turn on the processor and the monitor using the power buttons. If you are using a laptop computer, it will only have one power button.

Power buttons come in all shapes and sizes. They will be in different locations on different devices. However, a power button on a computer will have this symbol on it.

	Power button symbol

Other examples of what a power button might look like:

How can I tell if the computer is on? The button will usually be lit up and will turn white, green or blue if it is on.

"Waking" the Computer Up

Computers are often set to go to "sleep" if no one is using them for a period of time. This helps conserve energy. It is also a safety feature for computers that require you to log on. When they go to sleep, they usually log off. Moving the mouse around a bit or touching the trackpad may "wake" the computer up. Sometimes you need to push the power button once to wake the computer up.
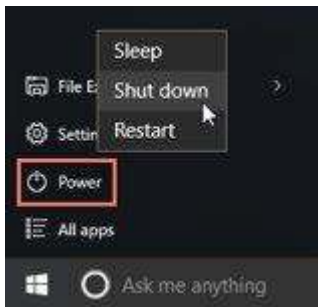
Turning the Computer Off

To turn off the computer, click on the START BUTTON on the lower left-hand corner of the computer.

After you click on the Start Button:

- Click on POWER
- Click on SHUT DOWN

 TRY THIS/PRACTICE

- Turn on the computer.
- Turn off the computer.

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2 - paragraphs, L1 - instructions) • Interpret Documents (L2 - tables and charts) • Extract Information from Films, Broadcasts and Presentations (not leveled)
Communicate Ideas and Information	• Interact with Others • Complete and Create Documents
Use Digital Technology	• Login Using an Account • Watch Podcast • Identify Sources • Evaluate Information

Topic: Typing on a Computer Keyboard

When I am done this lesson, I will know:

- How a keyboard works
- How to type properly using a keyboard on a computer

Pre and Post Self-Assessment

|	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what the keyboard is on a computer				
I know how to type properly on a computer keyboard				

New Words and Terms

QWERTY
typewriter
key
circuit

What is a Keyboard?

A keyboard is the panel of keys that you use to operate or tell the computer what to do. It allows you to input information into the computer.

The most common kind of keyboard is called a 'QWERTY' keyboard. It is named after the first six keys in the top row of letters. It was invented by C L Scholes in the 1860s and was first found on a typewriter. Typewriters were very expensive and keys that were used a lot would clump together. To avoid one spot wearing out all the time or clumping together, different arrangements of keys were tested. The layout that became the most common because it prevented keys from clumping together or wearing out was the QWERTY keyboard. Modern keyboards have the same layout as typewriters. There is another keyboard layout called the Dvorak keyboard which has all the vowels on the second row. This is much less commonly used today.
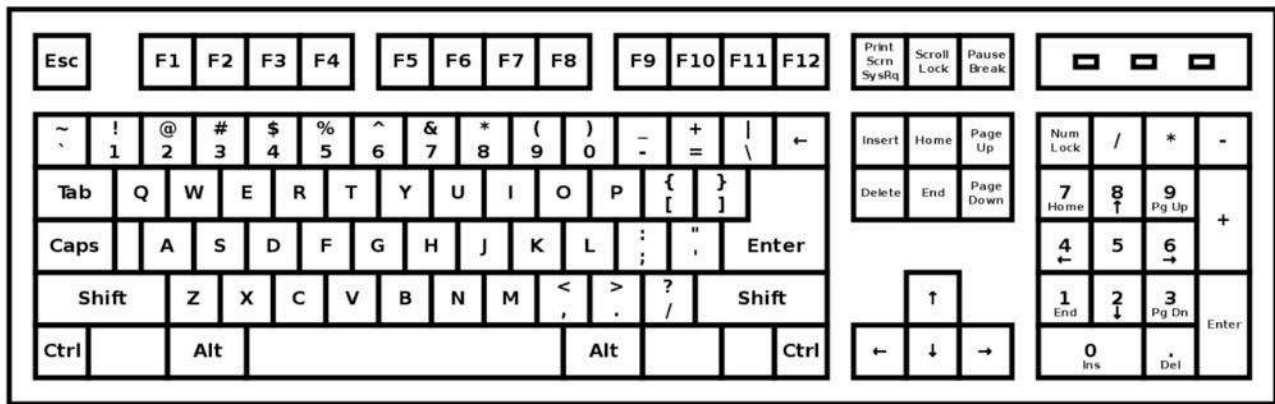

How Does a Keyboard Work?

A keyboard is like a miniature computer. It has its own processor and circuitry that carries information to and from that processor. The key matrix is a grid of circuits underneath the keys. Each circuit is broken at a point below each key. When you press a key, it presses a switch, completing the circuit and allowing a tiny amount of current to flow through. If you press and hold a key, the processor thinks you are pressing a key repeatedly.

When you press a key, the processor finds the closed circuit and compares the location of that circuit on the key matrix to the character map in its memory. A character map is a comparison chart or look-up table. It tells the processor the position of each key in the matrix and what each keystroke or combination of keystrokes represents. For example, the character map lets the processor know that pressing the "a" key by itself produces a small letter a, but the "Shift" key and "a" key pressed together produce a capital A.

Source of How a Keyboard Works: adapted from https://computer.howstuffworks.com/keyboard2.htm (last accessed April 15, 2019)

Most keyboards will look like the one in the diagram below. However, some of the keys may be in different spots depending on the computer. For example, most laptops do not have a separate number pad like the diagram below does.

Important Sections and Keys on the Keyboard

Source: https://www.digitalunite.com/sites/default/files/images/keyboard850.jpg
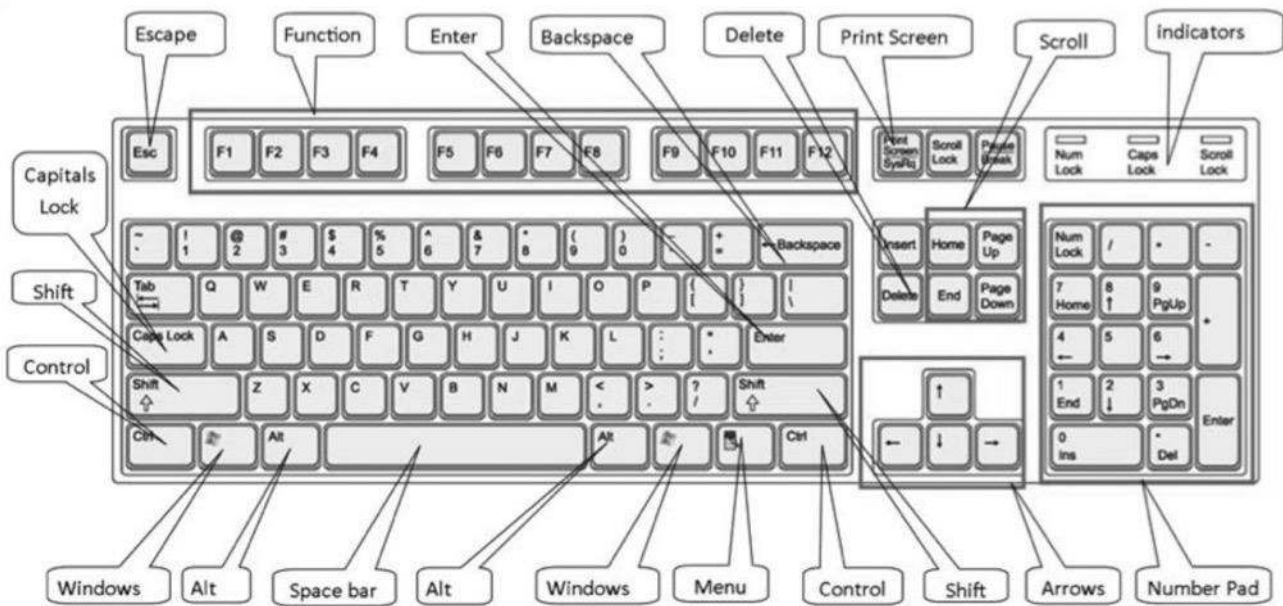
Note: You can use this link to download and print the keyboard diagram above.

Some Keyboarding Basics

The main keys are the letter keys. When you type just using these, you get lower-case print. However, if you hold down a "shift" key (there are two – one on the left and one on the right) at the same time as you type, you'll get UPPER-CASE letters. This also lets you type the symbols you see above the numbers.

If you make a mistake when you type, it is easy to fix.

If you want to delete a letter, place your cursor (mouse pointer) just after the letter and click. Then press Backspace. Only press once or it will keep deleting.
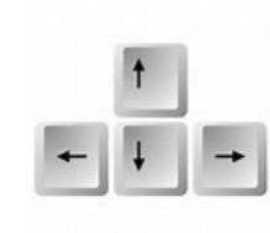
Or

Place your cursor just before the letter, click and press Delete.

You can move the cursor along a sentence without deleting anything by using the arrow keys:

Source: https://www.digitalunite.com/technology-guides/computer-basics/using-computer/how-usecomputer-keyboard

 CHECK YOUR KNOWLEDGE

What is the name of the most common type of keyboard?

The best way to learn how to type on a computer keyboard properly is to practice. GCFGlobal has a typing tutorial that will allow you to learn how to type on a QWERTY keyboard. This tutorial has several sections and will take a few weeks to complete. Typing.com allows you to set up a free account that saves your progress as you learn to type.

TRY THIS/PRACTICE

Use this interactive tutorial to learn to type on a QWERTY keyboard.	Source: GCFGlobal.org https://edu.gcfglobal.org/en/typing/

Or

Sign up for a free account on Typing.com. You can use this site to learn how to type, take tests and play typing games. The account will save your progress.	https://www.typing.com/

OPTIONAL: I WANT TO LEARN MORE

Click on the links below to practice typing using a variety of free games.

Type for Your Life: https://games.sense-lang.org/type4life/

Typing Alien: https://games.sense-lang.org/typingAlien.php

Typing Long Jump: https://games.sense-lang.org/longJump.php

Kayak Game: https://games.sense-lang.org/kayak/

Typing Olympic: https://games.sense-lang.org/olympic/

Balloon: https://games.sense-lang.org/EN_BalloonG.php

Chameleon: https://games.sense-lang.org/EN_ChameleonG.php

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L3) • Interpret Documents (L2 - keyboard) • Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	• Complete and Create Documents (L2- make entries using limited range of vocabulary)
Using Digital Technology	• Follow Simple Prompt (L1) • Use Basic Word Processing Software • Create a New User Account (L2)

Topic: Computer Mouse and Laptop Touchpad

When I am done this lesson, I will know:

- The basic parts of a mouse
- The difference between a mouse and a touchpad
- How to use a mouse

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know the parts of the mouse and what they do				
I know what the difference is between a mouse and a touchpad				
I know how to use a mouse				

cursor
button
scroll wheel
scroll
click
drag

Computer Mouse

The computer mouse is a pointing device that responds to gentle hand movements. It is called a computer mouse because of the wire that connects the mouse to the computer. The people who designed it thought that it looked like the tail on a mouse. Computer mice come in many different colours and sizes. Some need to be connected to the computer with a cable. Today, many computer mice use wireless technology and have no wire.

The mouse is used to control or move the cursor on a computer screen. The cursor indicates the current input position on a computer display screen. The cursor is also a visible and moving pointer that the user controls with a mouse or touchpad.

Parts of the Mouse

Generally, there are 4 main parts of a computer mouse:

- Left click button
- Scroll wheel or button
- Right click button
- Palm rest
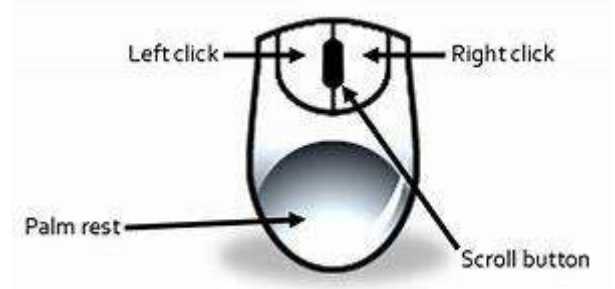
Left Button: This is the button you click when you want to select or open an item.

Right Button: This is the button you click to display a list of things you can do with an item such as delete, cut, copy, or create a new folder.

Scroll Wheel: This wheel can be used to quickly move up and down a webpage or through a large document.
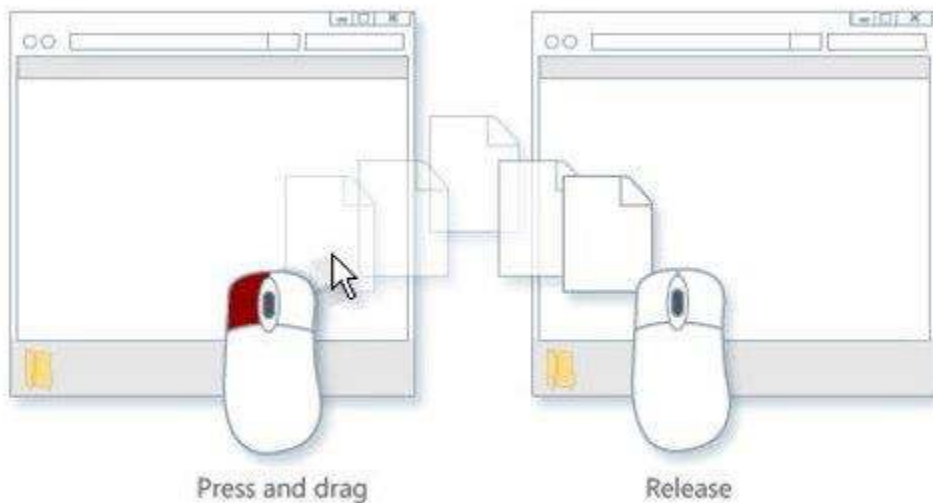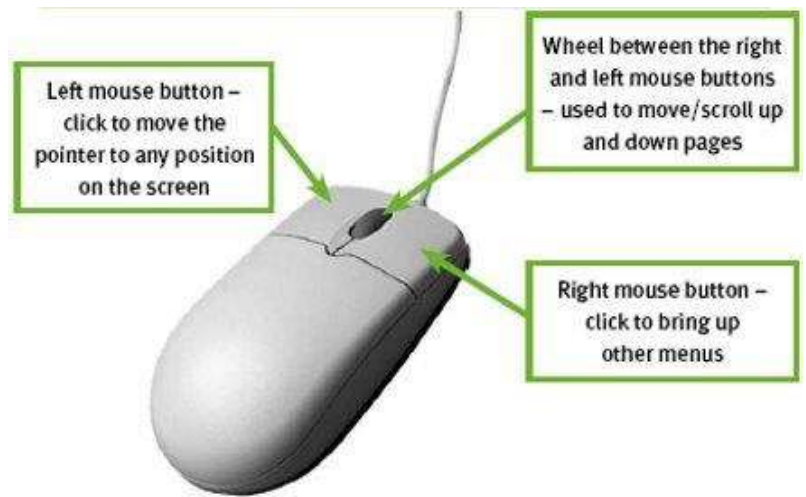
Using the Mouse – "Clicking"

Clicking is the term used to describe when you press down on one of the buttons.

A "click" is when you press down once on the left mouse button.

A "double click" is when you press down twice on the left mouse button.

A "right click" is when you press down once on the right mouse button.

"Click and Drag" is done by holding down the left mouse button while dragging (moving) over a selected (highlighted) object or text.

Left mouse button – click to move the pointer to any position on the screen

Wheel between the right and left mouse buttons – used to move/scroll up and down pages

Right mouse button – click to bring up other menus

Press and drag

Release

	Moving the Mouse Around the Screen
	You use gentle movements with your mouse to move the cursor (white arrow) on screen where you want it to be. While you are moving the mouse around the screen, the white arrow will show.
	When your cursor turns into a capital "I" that means if you click on that spot you will be able to type something.
	When your cursor turns into a white hand that means if you click on that spot you will be connected to another webpage or a different place in a document.

Laptop Touchpad

You can use a mouse with a laptop. Laptops also have a "built-in" mouse called a touchpad. This is sometimes called a trackpad. A touchpad works the same way a mouse does, but you can't see the buttons and wheel.

The surface tracks the motion and pressure from your finger and relates it to the screen.

- If you move your finger across the touchpad, the cursor will move across the screen.
- Tapping the touchpad works the same as left clicking on a mouse.
- There is a "hotspot" near the middle of the touchpad that acts the same as a scroll wheel on the mouse.

	Watch this short video to learn how to use a mouse. Source: Youth Policy Institute Department of Educational Technology	https://www.youtube.com/watch?v=_3s_OYgtl8g

CHECK YOUR KNOWLEDGE

1. What does clicking the left button do?
2. What does clicking the right button do?
3. How can you move though documents quickly?

TRY THIS/PRACTICE

Use this interactive tutorial to practice using a mouse. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/mousetutorial/

OPTIONAL: I WANT TO LEARN MORE

Practice using the mouse with "Mousercise!": http://www.pbclibrary.org/mousing/mousercise.htm

Practice using the mouse at "Mouseprogram.com": http://www.mouseprogram.com/practice.html

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2 – paragraphs, long sentences) • Interpret Documents (L2 – variety of information, icons, text) • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Complete and Create Documents (L2- pre and post assessment)

Topic: Operating Systems

When I am done this lesson, I will know:

- What an operating system is
- What is on the desktop of Windows 10
- How to open an application

Pre and Post Self-Assessment

	Pre Yes, I know this	Pre No, I want to learn this	Post Yes, I know this	Post I still need more practice to learn this
I know what an operating system is				
I know what is on the desktop of the Windows 10 operating system				
I know how to open an application (software)				

What is an Operating System?

An operating system is software that allows a user to run other applications on a computer. The short form for operating system is OS. The operating system allows you to interact with the computer. Most software applications are written to run on an operating system.
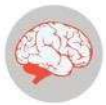
Review	**Software** is a set of instructions or a computer program that tells the hardware what to do. The operating system of a computer is one type of software. There are also thousands of other types of software programs that you can use on a computer. Some of the most common software programs you might use are Microsoft Word or Adobe Acrobat. Software is written by a computer programmer.

The operating system manages the hardware for a computer:

- Input devices such as a keyboard and mouse
- Output devices such as display monitors, printers and scanners
- Network devices such as modems, routers and network connections
- Storage devices such as internal and external drives

There are operating systems for computers and for smartphones. Some common operating systems are:

- Microsoft Windows
- MAC OS X
- Linux
- iOS (used on iPhones and iPads)
- Android (used on Android phones and tablets)

	Watch this to learn more about operating systems. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/computerbasics/understanding-operating-systems/1/

Windows

One of the most common operating systems is Windows. The next section will provide a short overview of what is on the Windows 10 desktop.

Lock Screen

When you first turn on a computer with Windows 10 the lock screen will appear. You can click anywhere on the screen to unlock it and make the login screen appear.

Windows 10 Login Screen

The login screen will look something like the screen below. It may look a bit different depending on the computer.

Desktop Screen

One you have logged in the desktop screen will appear.

Recycle Bin

When you delete a file, it is moved to the Recycle Bin. This allows you to recover (get back) the file if you change your mind.

If you want to get rid of the files in the Recycle Bin, you need to empty it.
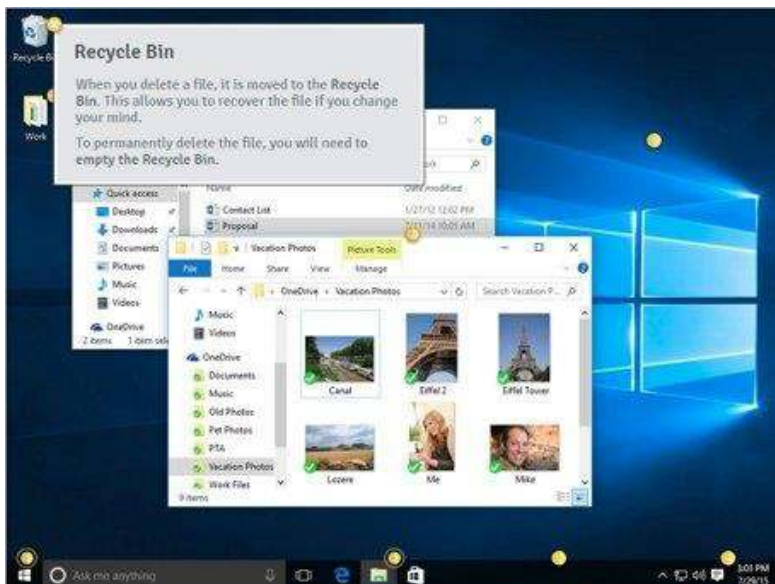
Folders on the Desktop

You can keep different things on your desktop top including folders, files and shortcuts. Putting things on your desktop allows you to quickly access things you use all the time.
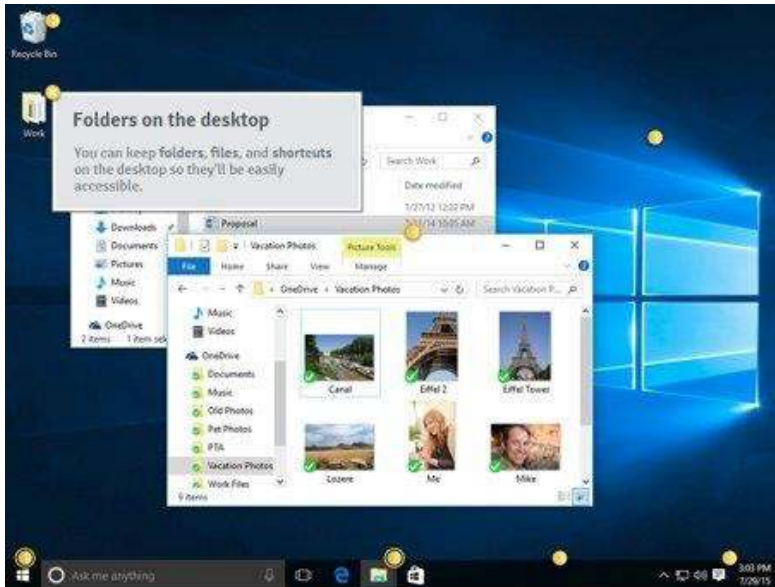
Desktop Background

The background of the desktop is also called "wallpaper." You can change the background to your own images or pictures.

Open Folders

When you double click OPEN in a program called File Explorer, you can navigate to find the file you are looking for.

Task Bar

The task bar contains shortcuts to applications, the date and time, and lots of other information. You can personalize a task bar by adding or deleting different things. When you open a program or file, it will appear on the task bar. You can easily switch between different programs you have open by clicking on them from the task bar.
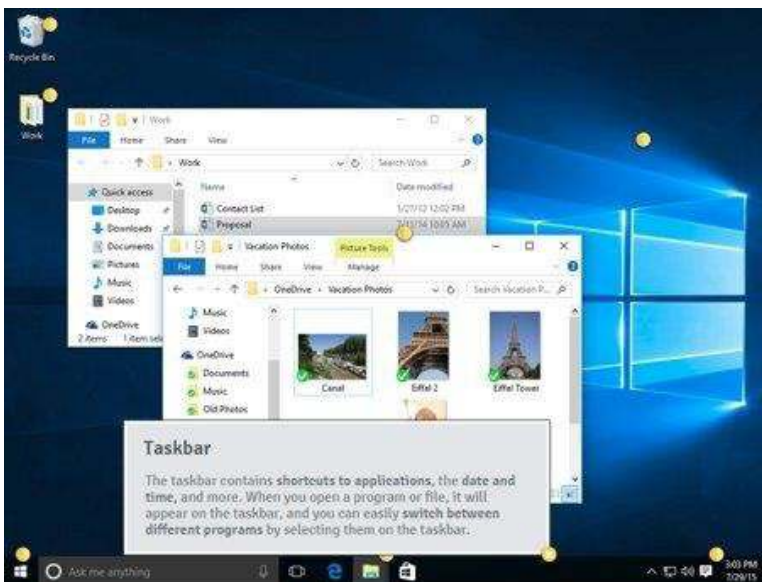
Shortcuts on the Task Bar

Some programs have shortcuts on the task bar in Windows. For example, the Windows store, Internet Edge, and File Explorer usually show on the task bar if you are using Windows 10.
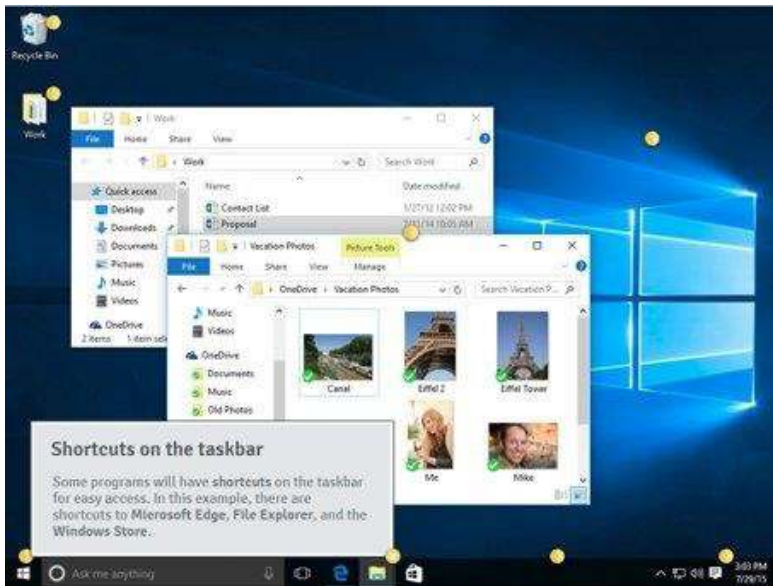

Date and Time Settings

On the right-hand side of the task bar you will see the date and time settings. When the computer is connected to the Internet, the date and time settings will usually update automatically. Other settings like volume and Internet connections also appear on this part of the task bar.
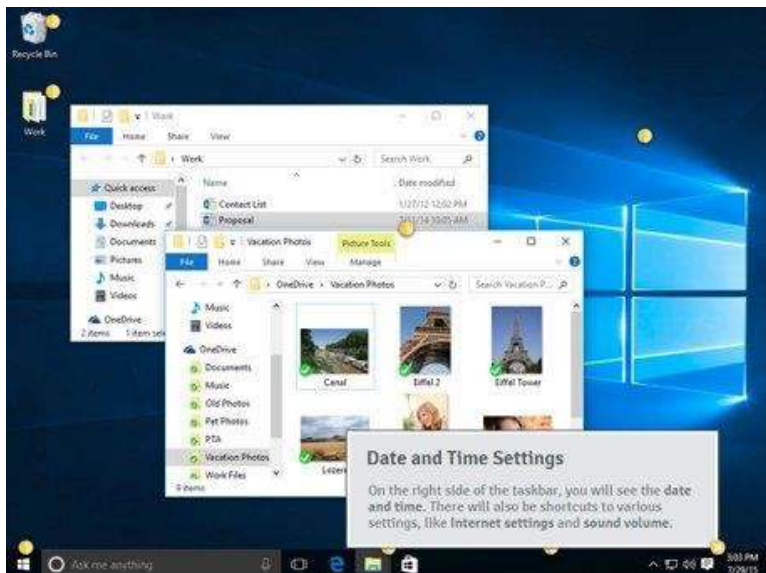
Start Button

In most versions of Windows, you will click on the Start Button to open the Start Menu. The start button is on the left-hand corner of the screen. When you click on the Start Button you can find all the applications (software) on the computer.
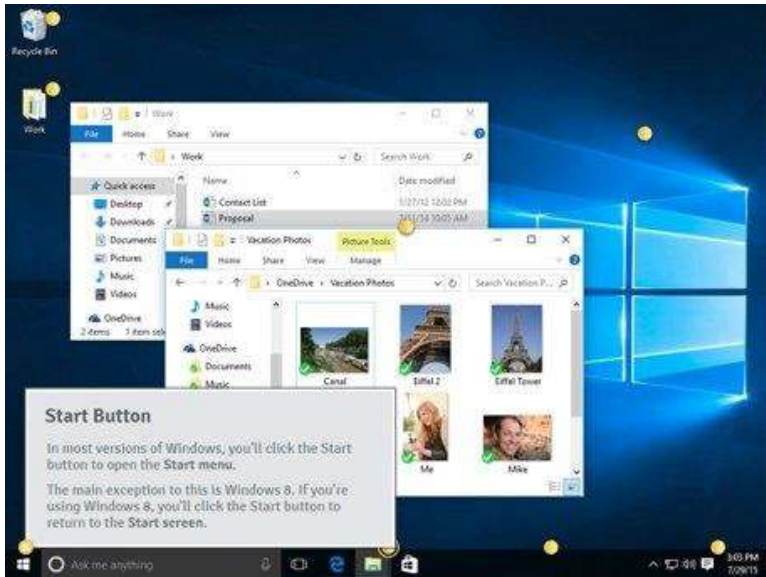
Opening Applications using the Start Button

- Use the start menu to open programs on the computer
- Click the START button in the bottom-left corner of the screen
- Choose an application by left clicking once
- If you don't see the one you want, select ALL APPS to see a full list of applications on that computer

CHECK YOUR KNOWLEDGE

1. Name two different operating systems.

2. If you delete a file, where does it go?

3. How do you find an application on the computer?

4. What application do you use to find a file on the computer?

TRY THIS/PRACTICE

Use the Calculator

- Click on the Start Button.
- Open the Calculator.
- What is 235 plus 46?

Open from the Task Bar

- Click on File Explorer on the task bar.
- Open "Documents."
- What is the name of the first document or folder you see?

OPTIONAL: I WANT TO LEARN MORE

Watch this to learn more about Windows 10. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/windows10/getting-started-with-windows-10/1/

You can also read these articles from GCFGlobal to learn more about Windows 10.

- **"Windows 10: Frequently Asked Questions":**
  https://edu.gcfglobal.org/en/windows10/windows-10-frequently-asked-questions/1/
- **"Windows 10 Features":** https://edu.gcfglobal.org/en/windows10/windows-10-features/1/
- **"Upgrading to Windows 10"**: https://edu.gcfglobal.org/en/windows10/upgrading-to-windows-10/1/

If you want to learn about the MAC operating system, GCFGlobal has a tutorial called MAC OS Basics: https://edu.gcfglobal.org/en/macosbasics/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	- Read Continuous Text - Interpret Documents - Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	- Complete and Create Documents

Topic: The Internet and Web Browsers

When I am done this lesson, I will know:

- What the Internet is
- What an Internet browser is
- How to use some of the functions in a common Internet browser

👍 Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what the Internet is				
I know what an Internet browser is				
I know how to use an Internet browser				

| 📖 | New Words and Terms |

World Wide Web (www)
email URL
browser
address bar
refresh
tab
cache

What is the Internet?

The Internet is an electronic infrastructure that connects different networks so they can share information. It is the largest computer in the world, which connects billions of computers.

A network is a group of two or more computers systems linked together.

The World Wide Web (WWW) is one of the networks on the Internet. There are other networks for things such as email, online games and file sharing.

Why Do We Need to Use the Internet?

In the world today, many things we do every day are done online or can be done online. You need to have good computer skills and use the Internet to do things such as:

- Research
- Shop online
- Search for and apply to jobs
- Keep in touch with friends and family

💬 DISCUSSION QUESTIONS

Can you think of any other things we use the Internet for every day?

The World Wide Web (WWW)

The World Wide Web is a network of connected websites. Websites are stored on servers all over the world. To get to a specific website you can type in the address of the website which is called the URL. URL is the short form for the term Universal Resource Locator or Uniform Resource Locator.

URLs

To get to a webpage you can type the uniform resource locator or URL into the address bar in a browser or a search engine.
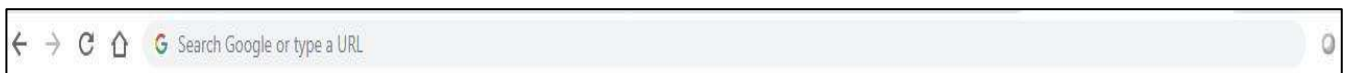
The URL is also known as the website address. It tells the browser or search engine exactly where to find the website.

For   example:
http://www.google.com/

Web Browsers

You need to use a web browser to connect to the World Wide Web. A web browser is software that lets you access information on the World Wide Web. Some common web browsers are:

- Internet Explorer
- Google Chrome
- Safari
- Microsoft Edge
- Mozilla Firefox
- Netscape Navigator

Most web browsers have common features and function in very similar ways.

Google Chrome

This lesson will show you how to use Google Chrome. Google Chrome is a free web browser. The symbol for Google Chrome looks like this:

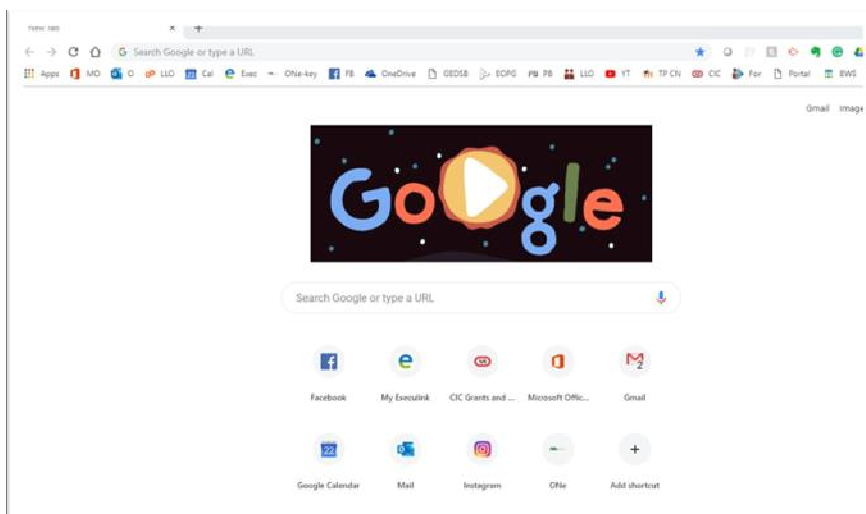To open a Google Chrome Browser, you can click on the icon in your task bar at the bottom of your screen.

If you are using a computer with a Windows operating system, you will also see an Internet Explorer icon on your taskbar. It looks something like this:

Once you click on the Google Chrome icon the web browser will pop up on your screen.

This called a HOME PAGE.

The home page is the first webpage that is opened when you start a web browser. You can always return to the home page by clicking on the home icon. The home icon is found to the left of the address bar. It looks something like this:

Address Bar

When you know the exact URL or webpage address, you can type it into the address bar.
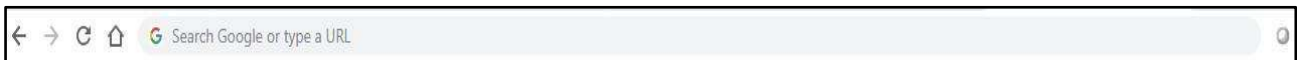
Backwards and Forwards Buttons

The browser has buttons that let you go backwards and forwards.

- If you click the back button, it will take you to the previous webpage.
- If you click the forward button, it will go forward to the previously viewed webpage.

Stop Button

The stop button is an X and it will appear when a webpage is loading. You can click on the stop button to stop downloading a webpage if you change your mind.

Refresh Button

You can use the refresh button to re-load your current webpage if you are having a problem. You can also use it to update the page if the information is updated frequently.
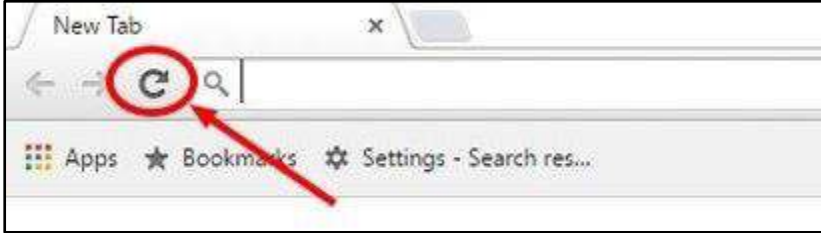
Scroll Bar

The scroll bar allows you to move up and down a webpage quickly. The scroll bar is found on the right-hand side of the web browser. To use the bar, put your cursor on the bar and left click. You have to click and hold down and then you can move the bar up and down. You can also click on the arrows at the top or bottom of the scroll bar to move up and down a webpage.

Tabs

You can have multiple webpages open at the same time. Each page will have a tab at the top of the browser. You can move from page to page by clicking on the different tabs. When you click on a tab it will open that page. You can close a page by clicking on the X that is located on the tab. If you want to open a new tab, you can click on plus sign (+) at the far left.

- Open the Google Chrome browser by clicking on the icon on the task bar at the bottom of the screen.
- Type www.BRIDGE.on.ca into the address bar.
- Practice scrolling up and down the page using the scroll bar.
- Open a new tab at the top of the page.
- Close all the tabs.

Myths and Truths about the Internet and Web Browsers

Myth	Truth
If I just look at a website on the Internet, I will be safe.	If a site has malware on it, simply browsing or looking at the site can allow a virus to download to your computer if it is not protected. If you are suspicious about a website, don't open it!
Clearing your cache in your web browser will make your computer faster.	A web browser will store cache files which are offline copies of things you have downloaded. If you clear out your cache, it will actually slow down browsing the web because your browser has to re-download everything again.
You must type "www" before a web address.	This is another myth that grew out of fact. Originally, the Internet was designed so that "www" was a necessary part of a website's address. However, today, all you have type is the website's domain name. (Note: you still need to include the "dot com" part of the address for this to work.) For example, typing "bask.com" into your web browser will take you directly to the Bask homepage. Try it with sites like "google.com" or "pinterest.com."

👓 OPTIONAL: I WANT TO LEARN MORE

To learn more about Google Chrome's features, review this tutorial from GCFGlobal:
https://edu.gcfglobal.org/en/chrome/getting-started-with-google-chrome/1/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L1, L2 – a range in specialized vocabulary) • Interpret Documents (L2- compare and contrast documents/search engines) • Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	• Complete and Create Documents
Using Digital Technology	• Perform Simple Searches (L2) • Locate and Recognize Functions/Commands

Topic: Internet Search Engines

When I am done this lesson, I will know:

- What a search engine is
- Some of the most popular search engines
- How to use a search engine to find information

👍 Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what a search engine is				
I know how to use a search engine to find information				

📘 New Words and Terms

search engine
keyword
doodle

What is a Search Engine?

Locating a specific website on the Internet is easy if you know the URL.

However, if you don't know the URL, you can use a search engine. A search engine is a program or web-based tool that you can use to help you find information on the World Wide Web. Some popular search engines are:

DISCUSSION QUESTION

Do you know any other search engines?

A search engine lets you type in a few words called keywords to search for information. The search engine will give you a list of results or webpages which you can choose from. Different search engines can give you different results.

The most popular search engine is Google. If you use Google, you will usually find what you are looking for. Google is so popular that it is now an official verb that means to search on the Internet. You will hear people say things like "Why don't you Google it?"

TRY THIS/PRACTICE

- Think of something you would like to search for.
- Type www.google.ca into the address bar of your web browser.
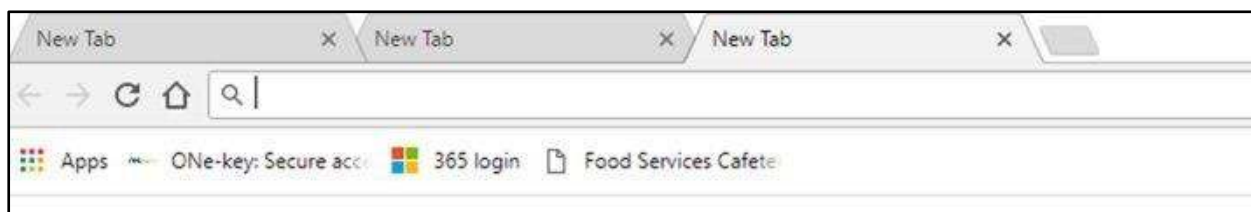
This page should appear. It might look a bit different because Google changes the logo all the time. The logo is called a "Doodle." The Doodle changes to reflect events like Earth Day. The word Google is always incorporated into the Doodle.
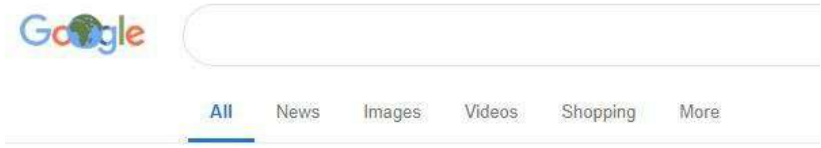
- Type your search term into the bar just above the buttons that say "Google Search" and "I'm Feeling Lucky."

Your search results may start to appear before you are even finished typing. That's okay. This feature is called **Google Instant.** It predicts what you are searching for and starts showing the results faster.

Once you have finished entering your search words or keywords you will have a list of "hits" or results. There might be videos, and there will be a list of websites and pages that match your search.

Google Search Tips	
Keep it simple.	Use keywords or key phrases instead of full sentences. Don't be too worried about spelling, case or punctuation.
Use the suggestions Google gives you.	As you are typing, Google will try to guess what you are looking for and will give you a list of suggestions. If you see what you are looking for, you can stop typing and click on the option you want. For example, if you start to type "learn to use a co..," the following list might pop up:

Change your search.	If you aren't finding what you are looking for, change the keywords or search terms you are using. You can also add more words to make the search more specific.
Search for and exact phrase, thing or place using quotation marks.	If you want to search for an exact phrase or thing, use quotation marks when you type in the search box. For example: "Literacy Link South Central."
Narrow down a content type.	Google will let you choose what type of content you want to see. You can pick All, News, Images, Videos, Shopping, etc.

 TRY THIS/PRACTICE

Let's search for programs in your area.

- Open your search engine.
- Use the search term 211.
- Look for 211 Bridge in the search results.
- Open the 211Bridge.ca website.
- Use the tool to find services close to you.

OPTIONAL: I WANT TO LEARN MORE

	Watch this to learn good strategies when you are using a search engine. Source: GCFGlobal.org	https://www.youtube.com/watch?v=7RlB1CJovTs&list=PLpQQipWcxwt_Rkkh 6gN-B3iS-eFvkoXEF&index=1

Bridge Adult Literacy Curriculum Framework Connection

Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2 - for graded text) • Interpret Documents (L2- some unfamiliar information) • Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	• Interact with Others (L1- what are other search engines) • Complete and Create Documents (L2 – Table pre-post self-assessment evaluation; critical thinking)
Use Digital Technology	• Conduct Keyword Search to Find Websites • Contains Text, Icon or Both

Topic: Accessible features on devices and in programs

When I am done this lesson, I will know:

- What accessibility features are
- The main categories of accessibility features
- Common accessible features available on different types of devices and programs

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what accessibility features are				
I know the three main categories of accessibility features				
I know what accessible features are available on different types of devices and programs				

New Words and Terms

accessibility
assistive technology
closed-captioning

What are Accessibility Features?

Accessibility features make technology easier to use for everyone. Some accessibility features are specifically developed to help people who have disabilities. However, the features can help everyone. Accessibility features are also called Assistive Technology (AT). Assistive technology is usually built-in software or an app. Assistive technology also includes assistive hardware devices.

Common accessibility features:

- Changing text to speech or changing speech to text
- Closed-captioning
- On-screen alerts
- Screen magnifiers
- Shortcuts on keyboards
- On-screen keyboards

Common assistive hardware devices:

- Specialized keyboards
- Pointing devices
- Mounting systems and positioning devices
- Reading pens

The three most common categories of features on devices are:

1. Vision Support Features
2. Hearing Support Features
3. Mobility Features

Accessible Features Available on Devices

Android Device Vision Support Features	Apple Device Vision Support Features
TalkBack lets you hear notifications and will tell you app names when you touch them. **Lookout** lets you use your camera to find out what an object is by pointing at it. **Magnification** makes text and icons easier to see.	**Magnifier** lets you use your camera to zoom for larger text or objects. **VoiceOver** allows you to hear what is happening on your screen. **VoiceOver used with Braille** allows Braille to be converted to text on-screen so sighted people can follow along. **Speak Screen** lets you have any text read aloud. **Audio Descriptions** add detailed audio descriptions for videos. **Dictation** lets you speak words and punctuation anywhere you would type.
Android Devices Hearing Support Features	Apple Devices Hearing Support Features
Live Transcribe allows you to see words appear on your phone when they are spoken. **Live Caption** automatically captions videos, podcasts, and audio messages. **Sound Amplifier** lets you boost sound and decrease background noise.	**Sound Recognition** notifies you when a specific sound is detected. **Live Listen** uses a microphone to pick up what people are saying to you more clearly. **Sensory Alerts** like vibrations or LED light flash can be set up. **Headphone Accommodations** let you amplify sound and adjust frequencies based on individual needs.

Android Devices Mobility Support Features	Apple Devices Mobility Support Features
Switch Access lets you plug an adaptive switch into your phone. This allows you to use an external keyboard. **Voice Access** lets you navigate around your phone with voice commands. For example, you can open an app with voice access.	**Assistive Touch** lets you adapt your touchscreen to meet your physical needs. **Voice Control** lets you navigate your device with your voice. **Switch Control** lets you control your device with adaptive switch hardware. **Siri** can do anything for you with a voice command.

Sources: https://www.android.com/intl/en_ca/accessibility/ and https://www.apple.com/ca/accessibility/
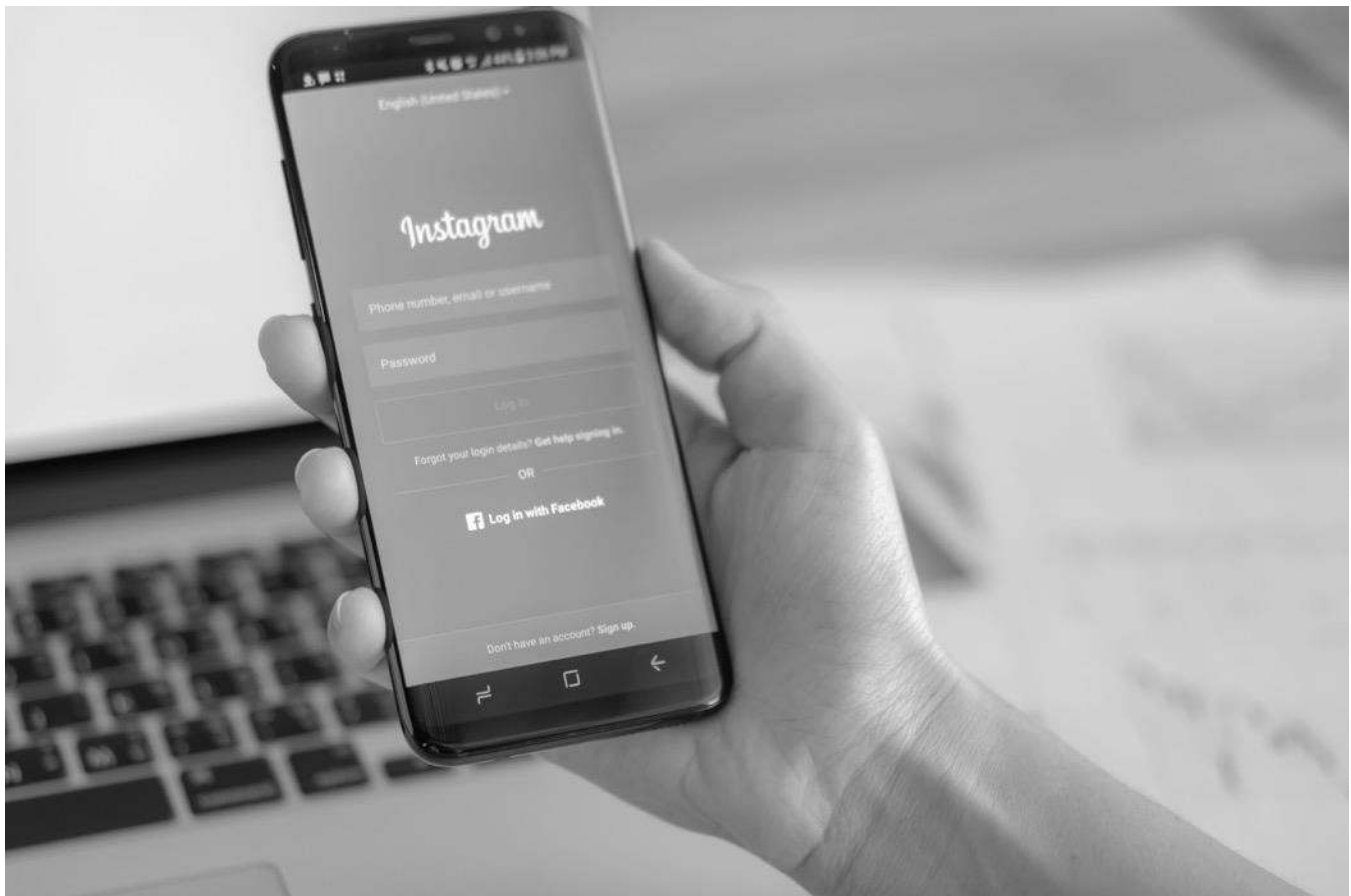
Accessible Features in Programs

Microsoft	Google
Outlook and Calendar • Keyboard shortcuts • Screen reader • Themes • Display layouts	**Gmail and Calendar** • Keyboard shortcuts • Screen reader • Themes • Display layouts
Word and Excel • Keyboard shortcuts • Screen Reader • Dictate	**Docs and Sheets** • Keyboard shortcuts • Screen Reader • Braille display • Type with your voice
PowerPoint • Keyboard shortcuts • Screen Reader • Dictate • Present with subtitles	**Slides** • Keyboard shortcuts • Screen Reader • Braille display • Type with your voice • Present with captions
Teams • Keyboard shortcuts • Captions for a video meeting	**Meet** • Keyboard shortcuts • Captions for a video meeting • Talkback on Jamboard

Sources: https://www.microsoft.com/en-us/accessibility/features?rtc=1&activetab=pivot_1:primaryr2 and https://www.google.com/accessibility/products-features/

DISCUSSION

Which accessible features do you think would be helpful for you?

CHECK YOUR KNOWLEDGE

What are the three most common categories of accessible features on devices?

1.
2.
3.

TRY THIS/PRACTICE

Find the magnifier feature on your phone or tablet and open it.

	Watch this video to learn how to use accessible features when using the Google Chrome web browser. Source: Global GEG	https://www.youtube.com/watch?v=MCF1X_qEWKY

OPTIONAL: I WANT TO LEARN MORE

	Watch this tutorial to learn more about accessibility features on computers. Source: GCFGlobal	https://edu.gcfglobal.org/en/computerbasics/using-accessibility-features/1/

	Watch this video to learn how to use accessible features when using the Microsoft Edge web browser. Source: Richard Byrne	https://www.youtube.com/watch?v=t87KtpmprWE

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L2 - Involves one text, may include unfamiliar elements) • Interpret Documents (L2 - Performs limited searches using one or two search criteria, extracts information from tables/forms) • Extract Information from Films, Broadcasts, and Presentations
Communicate Ideas and Information	• Interact with Others (L2 - Discuss) • Writes Continuous Text (L1 - Conveys simple ideas and factual information)
Use Digital Technology	• Find and use an accessibility feature on a device

Topic: Evaluating Online Information

When I am done this lesson, I will know:

- Why it is important to evaluate online information
- What fake news is
- Some questions I can ask to try and determine if information I find on the internet is true and comes from a reliable source

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know why it is important to evaluate online information				
I know what fake news is				
I know how to evaluate online information				

New Words and Terms

Googling
hits
fake news
biased
domain

Today we have tons of online information at our fingertips. You can search for almost anything online. It is important to make sure the information you get from the Internet is true. You also want to make sure it comes from a reliable source. Anyone can publish information on the Internet, so it is important to make sure the information is good.

Google is a web search engine on the Internet. The term "Google" is so widely recognized that it is now commonly used as a verb. You will often hear people talk about "googling" something on the Internet. Google is one of the most widely used search engines. When you search on Google, you put a search term in, and the engine will give you back "hits" or pages where your search term is found.

 DISCUSSION QUESTIONS

1. If you were going to do research about something, where do you think you would look first? On the Internet? In a book?
2. Do you use any other search engines besides Google?
3. What are the advantages of researching on the Internet instead of in books?
4. What are the disadvantages?

When you are deciding whether the information you find on the internet is reliable, you can start by asking yourself:

1. Who wrote or posted the information?
2. Are you familiar with the company or person who posted the information?
3. Can you contact the author?
4. Does the website have a date showing when it was last updated?

If you are suspicious when you read something online, you should trust your "gut" or your instinct and try to find your information from somewhere else!

What is Fake News?

Fake news is a pretty new term but one we hear all the time today. The term has become so popular that is was one of Collins Dictionary's Words of the Year in 2017. Fake news describes news that is false, made up, or not real. It is posted online so it looks real and is meant to try and trick people into thinking it is real. There are millions of fake news pages and websites on the internet and the problem keeps growing. It makes evaluating what you read even more important.

TRY THIS/PRACTICE

1. Think of a movie star.
2. Google or search for their name on the Internet.
3. What did you find out about them?
4. Do you think everything you read is true?

	Watch this to learn more about judging online info.	https://edu.gcfglobal.org/en/digital-media-literacy/judging-online-information/1/
	Source: GCFGlobal.org	
	Note: This video is part of a larger tutorial that you can complete it you would like to learn more.	

Key Questions to Ask When You Are Evaluating Online Information

1. What is the purpose of the website? A good place to start is the "About" page if the website has this.
2. Does the website seem like it might be biased? Does it have information that seems to be prejudiced against something or someone? Does it have a lot of advertisements?
3. What is the website's top level domain? In other words, what does the website address end in? For example .gov, .edu, .org, or .com? See the table below for more information about top level domains.
4. Is the author reliable? Have you heard of them? Have you read other things they have written?
5. Is the information current or up to date?

Source: https://edu.gcfglobal.org/en/digital-media-literacy/judging-online-information/1/ (last accessed April 24, 2019)

Website Top Level Domains	
Top Level Domain	What is stands for
.com	Commercial. It is mostly used by commercial websites, but anyone who wants to register a domain can use this. This is where the term .com comes from.
.org	An organization
.edu	Higher level education institutions like colleges and universities

.gov	United States government sites
.ca	The country code for Canadian sites
.on.ca	Bridge (provincial) government
.gc.ca	Canadian (federal) government

The most commonly used top-level domains in Canada are .com and .org

DISCUSSION QUESTIONS

Why do you think having advertisements on a website can make it biased? Can you think of some examples?

OPTIONAL: I WANT TO LEARN MORE

Complete the online tutorial "Digital Media Literacy" to learn more about how to interpret information online. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/digital-media-literacy/

	Watch this TEDx talk – "How Real is Fake News?" – to learn more about fake news. Source: TEDx Talks	https://www.youtube.com/watch?v=UQcCIzjz9_s

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L3 - Evaluation of persuasive texts, begins to recognize bias) • Interpret Documents • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Interact with Others (L2 - specialized vocabulary, opinion about information/topics, brainstorm solutions to problems or queries) • Complete and Create Documents (L2 - pre/post assessment)
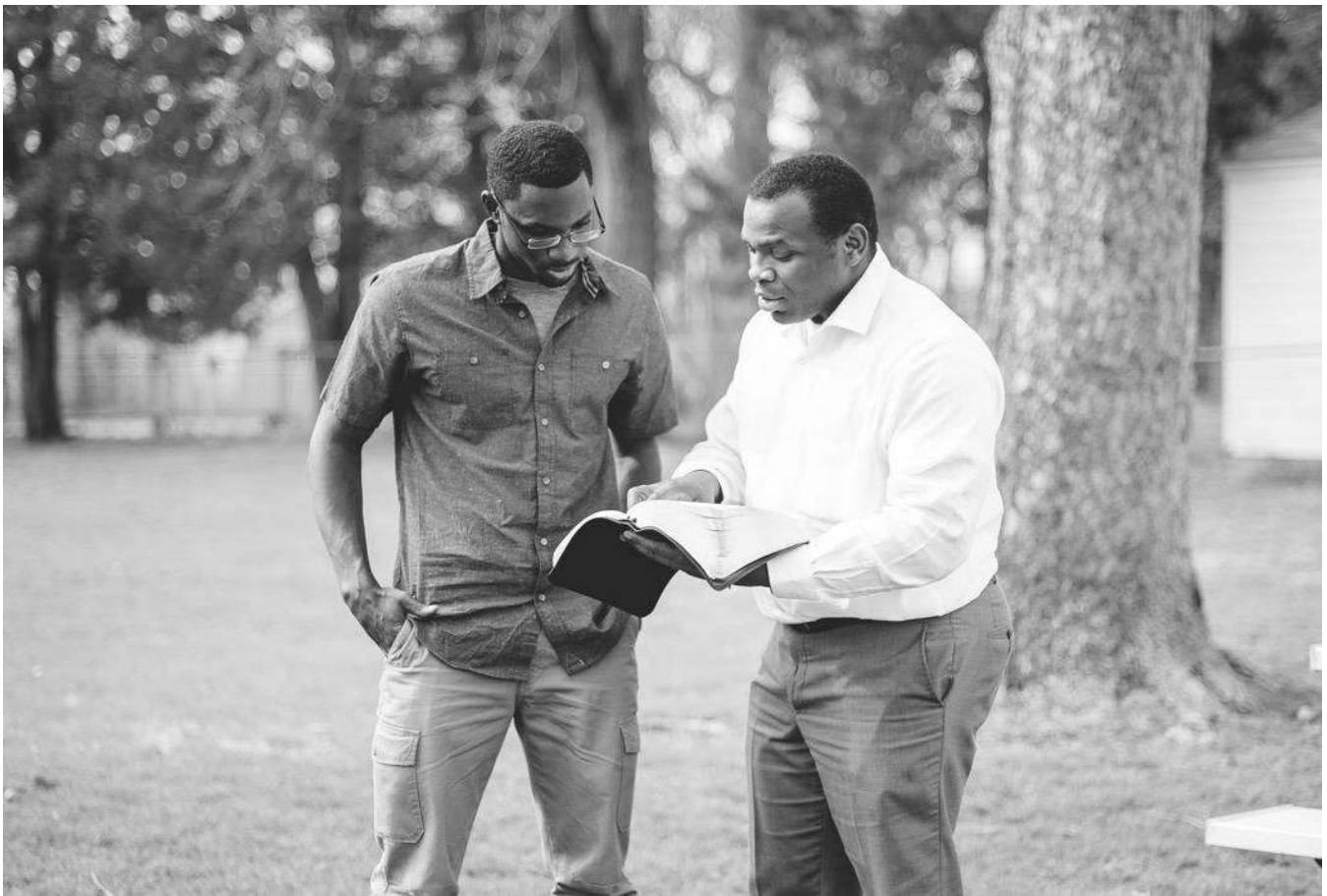
Topic: Bookmarks

When I am done this lesson, I will know:

- What a bookmark is
- Why I would use bookmarks
- How to add a bookmark

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what a bookmark is				
I know how to add a bookmark				

New Words and Terms

bookmark
favourites

What is a Bookmark?

A bookmark allows you to save websites or webpages in a list in your browser so you can find them quickly. Bookmarks are also called adding favorites depending which browser you are using. The bookmarks are saved under the star symbol on the right-hand side of your address bar in your browser. This is what it looks like in Google Chrome.

1. To add a bookmark, you click on the star when you are on the website or page you want to save. Once you have clicked on the star, this box will pop up.
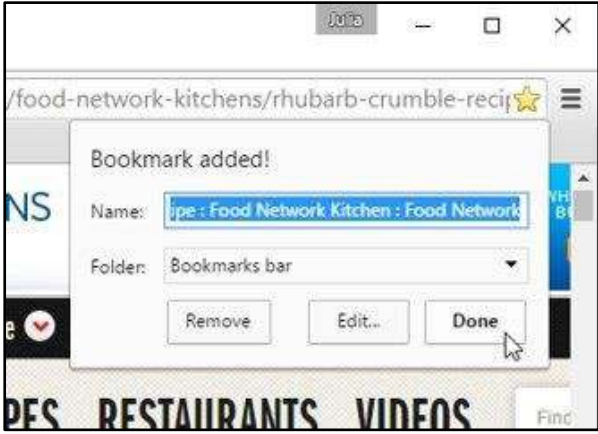
2. Click on DONE to save the page.

How to Find Your Bookmarked Pages

1. As you type into the address bar, any bookmarks matching what you are typing will appear with a star beside it.
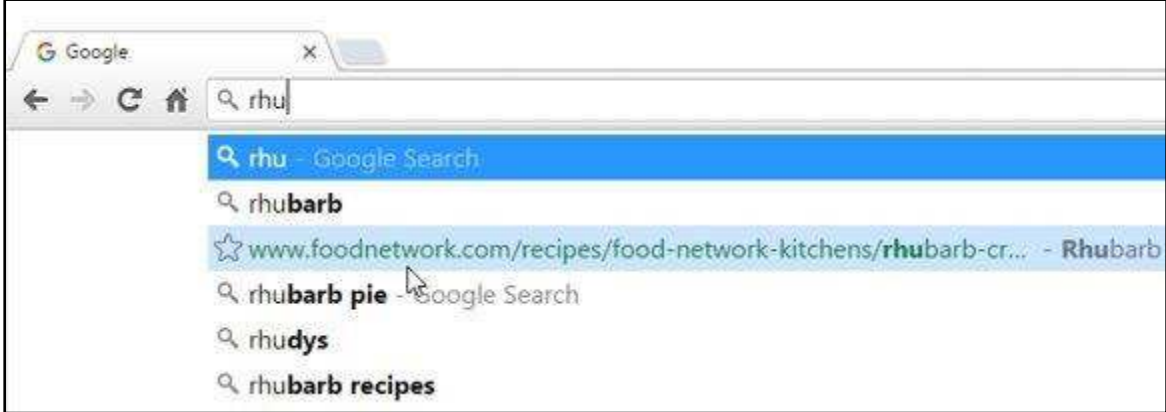
2. Click on the Chrome menu at the top of the right-hand side of the page, hover over bookmarks and then click the bookmark you want to open.
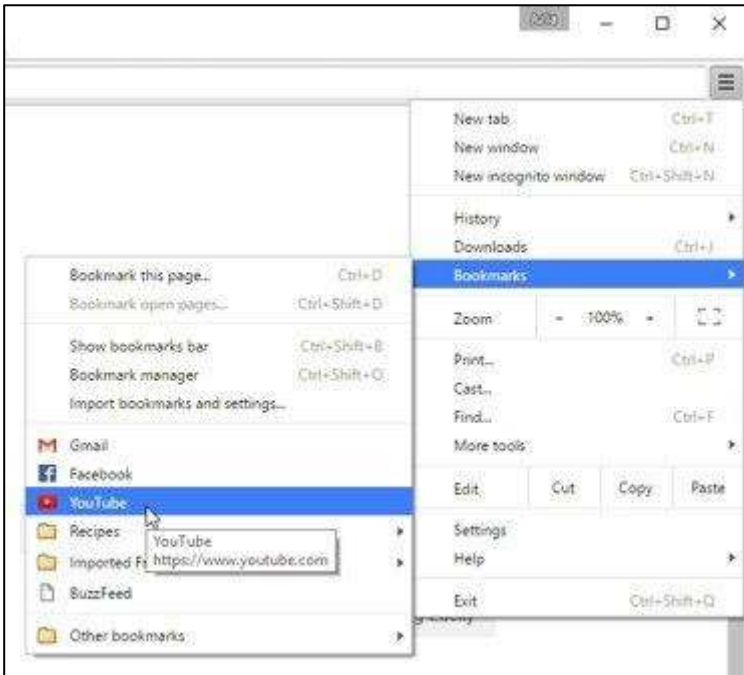
3. You can also click on your bookmarks on your bookmark bar. The bar will be just below the address bar. If your bookmark bar is not showing, you can change this in the Chrome menu.

▶ TRY THIS/PRACTICE

Find the following websites and bookmark them:

- Bridge 211 (211Bridge.ca)
- Literacy Link South Central (BRIDGE.on.ca)
- Indeed (indeed.ca)

👓 OPTIONAL: I WANT TO LEARN MORE

🎬	**Watch** this to learn more about bookmarking in Chrome. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/chrome/bookmarking-in-chrome/1/

Complete this tutorial to learn how to add and manage favourites in Internet Explorer. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/internetexplorer/adding-and-managing-favorites/1/

	Watch this to learn how to bookmark in Safari. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/safari/bookmarking-in-safari/print/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2) • Interpret Documents (L3 – follow charts to learn steps in a process) • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Complete and Create Documents (L2 pre-post assessments)

Topic: Deleting Online History

When I am done this lesson, I will know:

- Some of the different types of online history that can be saved by web browsers
- Why I should delete my online history

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what different types of online history can be found on my computer				
I know why I should check and delete online history				

New Words and Terms

surf
online history
browsing history
download history
cookies
cached images and files
passwords
autofill form data

Internet or web browsers keep a record of every website you visit. They also collect a lot of other information as you surf the web. To protect your privacy, you should delete this online history after every use.

<table>
<tr>
<td>Review</td>
<td>

Web Browsers

You need to use a web browser to connect to the World Wide Web. A web browser is software that lets you access information on the World Wide Web. Some common web browsers are:

- Internet Explorer
- Google Chrome
- Safari
- Microsoft Edge
- Mozilla Firefox
- Netscape Navigator

Most web browsers have common features and function in very similar ways.

</td>
</tr>
</table>

It is especially important for you to delete your online history after using a computer that is public or that does not belong to you.

You online history is found by clicking on the tools button in most browsers. The tools button usually looks like three dots in the upper right-hand corner of your screen.

Once you have accessed the tools, scroll down and look for "Clear Browsing Data." Depending on the browser you are using you might have to choose "Tools" first.

Once you find and click on Clear Browsing Data, several categories will appear. You can choose which categories to clear. They might include:

☐ Browsing history

☐ Download history

☐ Cookies and other site data

☐ Cached images and files

☐ Passwords and other sign-in data

☐ Autofill form data

Type of Data	What Is It?
Browsing history	This is a list of websites and pages you have visited in the past. Some browsers draw on your history to suggest URLs as you start typing a web address into your address bar.
Download history	This is a list of files that you have downloaded from the Internet in the past. It isn't the actual files, just a list of references to them.
Cookies and other site data	Cookies are tiny pieces of code that websites store on your computer. They help a site guess what you want to look for. An example would be a weather site. It might automatically show you the weather of cities you have looked for in the past when you open it. This is actually a "cookie" or code that was downloaded to your computer to remember what you looked for in the past.
Cached images and files	Your browser will store a "cache" or container of things like graphics and element from webpages. This helps a website load faster when you open it again because some of the files are already in the "cache" on your computer.
Passwords and other sign-in data	Many browsers will save your sign-in data and passwords. Some people like this feature if they are using their own computer that is password protected. However, if you are using a public computer, you should never allow the browser to save your passwords or sign-in data.
Autofill form data	Autofill form data saves information you commonly use when you fill out a form. It may include your full name, email, postal address and even credit card information. Similar to saving passwords and sign-in data, some people like this feature if they have their own password-protected computer. However, you should make sure autofill form data is never saved on a public computer.

DISCUSSION QUESTIONS

1. What types of online history do you think are most important to delete after you use a public computer?

2. How are cookies helpful?

CHECK YOUR KNOWLEDGE

What are the three types of online history data?

1.
2.
3.

OPTIONAL: I WANT TO LEARN MORE

Watch this video to learn how to delete cookies in different web browsers. Source: The Kim Komando Show	https://www.youtube.com/watch?v=ZOFqR2QQ2tE

Watch this video to learn how to clear your cache. Source: The Kim Komando Show	https://www.youtube.com/watch?v=hKwUEy37b2g

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L3 - long sentences, specialized language) • Interpret Documents (*L2 extracts information from tables/forms, begins to identify sources and evaluate information) * for full understanding L3 needed to read continuous text • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Interact with Others (L2 - brainstorm ideas, safety procedures) • Complete and Create Documents

Topic: Personal and Private Information Online

When I am done this lesson, I will know:

- The difference between personal and private information
- What identity theft is

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what personal information is (online)				
I know what private information is (online)				
I know what identity theft is				

New Words and Terms

sign-up or register
pop-up
personal information
private information
identity theft or fraud

The Internet and devices that connect to the Internet can be very useful and can also be fun to use. Many tools and sites you use on the Internet require you to "sign up" or register. It's important that you understand the information you are giving and how it can be used. Here is an example of a "sign up" pop-up you might see on an Internet site.

🗨 DISCUSSION QUESTIONS

1. Can you think of any examples or websites where you might need to register in order to participate?

2. Can you give any examples of types of information you think it would be okay to share online?

Personal and Private Information Online

Personal Information is information that usually can't be used to identify you on its own. Your personal information tells people things like who you are, where you are, and what you like. Some examples:

- Age
- Gender
- Favourite things

This information is usually safe to share online. However, it can be used in combination with private information to help someone identify you.

Private information is information that can be used to identify you. Some examples:

- Social Insurance number (SIN)
- Address
- Phone number
- Email address
- Credit card information

	Watch this video to learn more about the difference between personal and private information. Source: j potkidis	https://www.youtube.com/watch?v=i7ovB72YXPc

Even though personal information is usually safe to share online, you still need to be very careful with how much personal information you share online. Watch the short video below to see how much information could easily be found on your Facebook page.

	Watch this video to learn more about how easy it is for someone to find out personal information about you. Source: Action Fraud UK Police	https://www.youtube.com/watch?v=yrjT8m0hcKU

Information	Personal	Private
Your favourite food	☐	☐
Your date of birth	☐	☐
Your opinion	☐	☐
Your first name	☐	☐

Your social insurance number	☐	☐
Your cell phone number	☐	☐
The name of your first pet	☐	☐
Your child's full name	☐	☐
Your credit card number	☐	☐
Your passport number	☐	☐
How many brothers and sisters you have	☐	☐

💬 DISCUSSION QUESTIONS

Why would someone want information about me?

Identity Theft

Identity theft or identity fraud is a crime where someone uses your information to pretend to be you or to steal things from you. Once an identity thief has enough information about you, they can use it to do things like buy things on your credit card, post things on your social media account(s) or apply for identification with your name on it like a driver's license.

Look at each type of information and check off if it is personal or private.

When you are registering online or signing up for an account online, you need to think about the information you are sharing so you don't put yourself at risk! If you aren't sure whether or not something is safe to be posted online, don't post it!

OPTIONAL: I WANT TO LEARN MORE

Review this tutorial to learn more about identity theft and how to avoid it. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/thenow/what-is-identity-theft/1/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L3) • Interpret Documents (L2- tables and watch video) • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Interact with Others (L1- relates past experience) • Complete and Create Documents (L2 – tables)

Topic: Passwords

When I am done this lesson, I will know:

- What a password is
- How to create a strong password

 Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what a password is				
I know how to create a strong password				

 New Words and Terms

password

Passwords

A password is a secret word or phrase that you need to sign into an account online. You should never share your passwords with ANYONE. You should also never click "Remember Password" because if you do, someone else might be able to log in into your account on that computer.

Passwords are like a combination lock to protect information you put online.

A strong or secure password is a password that is difficult for someone else to guess. They are usually complicated and include a combination of letters, numbers and symbols.

Here is a list of the top 10 worst passwords in 2018:

Rank	Password
1	123456
2	password
3	123456789
4	12345678
5	12345
6	111111
7	1234567
8	sunshine
9	qwerty
10	iloveyou

Source: https://en.wikipedia.org/wiki/List_of_the_most_common_passwords (last accessed April 30, 2019)

Have you ever used any of these passwords? If you have, you should change them!

	Watch this to learn more about how to create a strong and secure password. Source: Safety in Canada	https://www.youtube.com/watch?v=aEmF3Iylvr4

▶ TRY THIS/PRACTICE

The Password Game

Think of a password you have used in the past or are using right now. Don't tell anyone what your password is.

1. Answer the questions below. Be honest!
2. When you are done, add up the number of times you said "yes" in Part 1. Add up the number of times you said "yes" in Part 2. Record your answers.
3. Subtract the total points in Part 2 from the total points in Part 1 to get your score.
4. The person with the most points wins!

PART 1	
No one else knows this password.	☐ Yes
My password is at least 8 characters long.	☐ Yes
My password has letters, numbers and symbols.	☐ Yes
My computer isn't saved on my computer.	☐ Yes
I always remember my password.	☐ Yes
My password doesn't include any private information.	☐ Yes
Total Points in Part 1	
PART 2	
My spouse or partner (or another relative) knows this password.	☐ Yes
I have never changed this password.	☐ Yes

I use a word from the dictionary in my password.	☐ Yes
My computer remembers my password for me.	☐ Yes
My password includes private information.	☐ Yes
I use one of my names in my password	☐ Yes
Total Points in Part 2	
Total Points (Subtract total points in Part 2 from total Points in Part 1)	

Review the following tips to help you create stronger passwords.

Tips for Creating Stronger Passwords	
	1. Make passwords at least 8 characters long • A character is a letter, number or symbol • The longer the password, the harder it will be to figure out
	2. DON'T use dictionary words • There are programs that can be used to figure out your password if it's a dictionary word
	3. DON'T use private or personal information in your passwords • This makes it easy for people to guess your password

	4. Include different types of characters (letters, numbers & symbols) in your passwords
	5. Use both uppercase letters and lowercase letters
	6. Change your password frequently • At least every 6 months is recommended
	7. Never share your password • Not even with your family and friends • Not in an email • Not to anyone on the phone
	8. Make sure it is a password YOU can remember!

▶ TRY THIS/PRACTICE

Create Your Own Secure Password

a) Fill in the boxes to create 3 different, possible passwords.
b) You can use them in different orders to create secure passwords that you will remember.

Favourite Number	Favourite character name(s)	Symbol(s)	Favourite snack(s)	Other category:

What are your three passwords?

1.

2.

3.

🔍 CHECK YOUR KNOWLEDGE

Describe three things that will make a password stronger.

1.

2.

3.

OPTIONAL: I WANT TO LEARN MORE

Explore the Strong Password Generator website: https://strongpasswordgenerator.com/

You can learn about creating strong passwords and even generate new ones.

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2) • Interpret Documents (L2) • Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	• Complete and Create Documents (L2 – using tables, rows and columns, adding and subtracting to obtain answers)

Topic: Email Basics

When I am done this lesson, I will know:

- What email is
- How to set up an email account
- Some basic email features
- How to send a basic email

👍 Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what email is				
I know how to set up an email account				
I understand some basic email features				
I know how to send a basic email				

New Words and Terms

email
inbox
outbox
junk mail/spam
deleted/trash
compose
draft
reply
forward
email folders/labels
contact
carbon copy

What is Email?

Email is electronic mail that was developed to provide a way to send and receive messages more quickly than standard mail.

An email address has three components:

Component	Example
Email ID	john.smith
The @ symbol	@
The domain name of the email server	gmail.com

In the above example the email address would be john.smith@gmail.com

There are many different email services. Some common ones are:
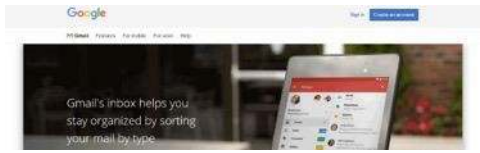
- www.hotmail.com
- www.gmail.com
- www.yahoo.com

Although there are many different email services, they have common features like:

- Inbox
- Outbox/Sent box
- Junk mail/Spam
- Deleted/Trash
- Drafts
- Compose/Create new email

Note: We are going to use Gmail to learn how to use email. If you already have a Gmail email, you can skip over the Setting up a Gmail Account section.

Gmail is a free email service through Google.

Setting up a Gmail Email Account	
Go to www.gmail.com Click the "Create an account" button.	
Fill in the information required. Remember to use a strong password.	
You will be asked to put in a phone number. This will be used to verify your account. If you don't have a cell phone number, check with your instructor to see if you can use the number where you are learning. Follow the steps as they appear.	
Record your new email address and password somewhere safe.	

Using Your Email Account

When you log in to a gmail account, you will be taken to your INBOX.

The INBOX is the folder where unread and read emails are stored that you have not deleted.

Emails that have not been read will usually stand out somehow. They might be bold or be a different colour.

Email Folders

The most common folders are:

- SENT
- SPAM/JUNK
- TRASH
- DRAFTS

SENT: After you have sent an email it will automatically be stored in the SENT folder.

SPAM/JUNK: Emails such as advertisements that your email account has blocked or filtered are stored here.

TRASH: Emails that you have deleted are stored here.

DRAFTS: Emails that you have started or are working on are stored here.

Email – Create a LABEL

You can create your own FOLDERS to organize emails you want to keep. In Gmail, they are called LABELS. You will see a folder at the top of the page. If you click on it you will see this drop-down. This allows you to create a new label.
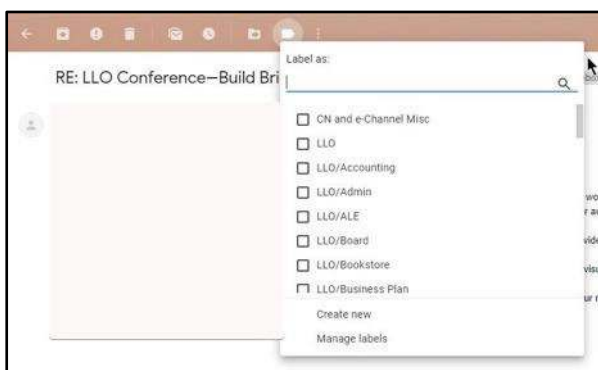
When you want to add an email to a label, you open the email from your INBOX. Click on the icon at the top that looks like a folder with an arrow on it. You will see this drop-down. From here you can move the email into the folder or label you want.
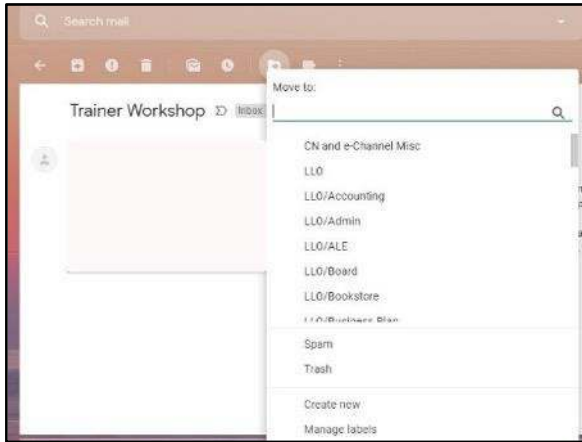
Email – Replying

When you open an email and read it, you have the option to:

- Reply
- Reply All
- Forward
- Delete

REPLY: Send a message back to the person who sent you the current email.

REPLY ALL: If the email was sent to yourself AND others, when you reply to all, everyone who received the original email, will also receive your reply.

FORWARD: The forwarding feature can be used to send an email someone else sent you to a different person.

DELETE: This will move the email to the deleted folder. You can still see the email in the folder. If you delete an email by accident, you can move it back to the inbox.

 DISCUSSION QUESTION

When would you forward email?

Contacts/Address Book

Most email accounts will let you save other people's email addresses in a Contacts Folder or Address Book.
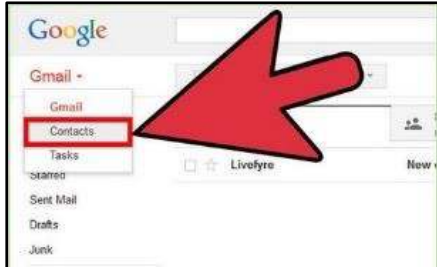
Within your address book or contacts folder there should be a link called NEW or ADD or ADD NEW CONTACT. You can click on this to add a new email address.

Creating and Sending Email

To create a new email you will need to click on a link labeled NEW or COMPOSE or CREATE.

You will now have a blank email on your screen.
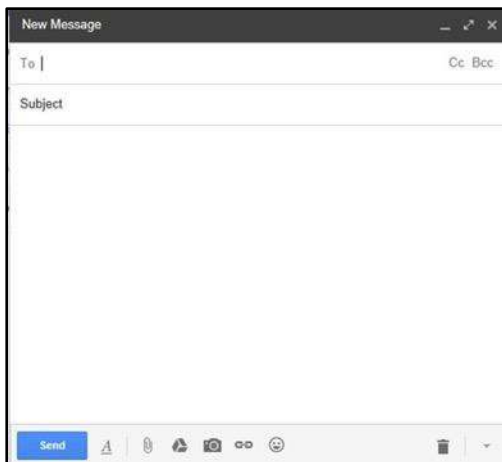
TO: This is where you will need to type the person's email address.

- Some email accounts will allow you to start typing the address or person's name and the remainder pops up for you
- For others you will need to use your CONTACTS folder or ADDRESS BOOK to find the address
- You can enter more than one person's name

CC: CARBON COPY

- Used when you want a copy of your email sent to another recipient as well
- Used in the workplace frequently

BCC: BLANK CARBON COPY

- A copy of an email message sent to a recipient whose email address does not appear in the message
- The person in the TO box will not know that the person in the BCC box is also getting the email

SUBJECT: Gives the recipient an idea of what your email is about

- Only needs to be a few words
- Example: Kitchen Helper Position

BODY: This is where you type your email message.
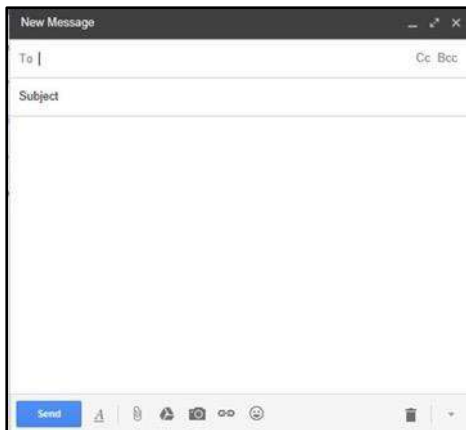
You can use features similar to ones in Microsoft Word, such as bold, underline, font size, etc. by clicking on the _A_ at the bottom of the New Message box.

Once you have written your email, and you are happy with it, you can click send.

Attaching a File to an Email

- To attach a file, you first need to create or reply to a message
- Most email accounts have a paper clip icon to indicate the link used to attach a file
- Common labels are: ATTACH or INSERT
- Click on that link

A box should pop up that will allow you to search for a file you would like to attach.
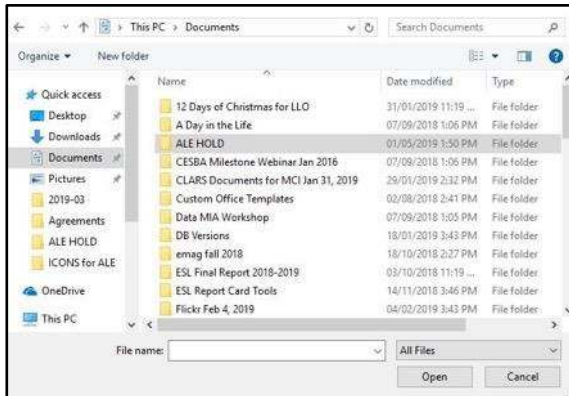
Search for and select the file you wish to attach (left click once to select).

Click OPEN.

The file should now be attached to your email. When you are ready and have double checked everything, click SEND.

Email Safety Myths and Truths

Myth	Truth
The email says it is from someone I know. So it must be from someone I know.	An email sender can add any from address they want. Spammers use "from" addresses that are forged. They use things that are familiar to you to try and trick you.
If I open an email but don't click any links in the email, I will be safe.	By opening a suspicious email an attacker can tell your account is active. If you are not 100% an email is safe, you shouldn't open it.

 TRY THIS/PRACTICE

Send an email to your instructor.

	Watch these videos to learn more about Gmail basics Source: GCFGlobal.org	https://www.youtube.com/playlist?list=PL007352170EA6EB06

OPTIONAL: I WANT TO LEARN MORE

Complete a full Gmail tutorial here. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/gmail/

Complete a full general tutorial here. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/email101/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text • Interpret Documents • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Interact with Others • Complete and Create Documents

Topic: Online Forms

When I am done this lesson, I will know:

- Common types of data you enter into an online or PDF fillable form
- Tips for filling in forms

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know the common types of data used in online/PDF fillable forms				
I understand how to fill in an online/PDF fillable form				

New Words and Terms

online form
fillable PDF
field or box
drop-down list
check box
radio button
captcha
submit button

We use online forms all the time. As the world becomes more digitized, more and more forms are completed online or downloaded from the Internet as a fillable PDF.

Online forms are completed by entering the information requested directly on your computer screen. Government forms are often filled out online or downloaded from the Internet as a fillable PFD document.

Here is a list of the 10 most common downloaded fillable PDF Government of Bridge forms:

In addition to the government many other places use online forms every day. Employers often use online job application forms. Sports clubs and children's camps use online registration forms. Shopping online requires filling in an online form.

DISCUSSION QUESTION

1. Can you think of examples of forms that you have to fill out online?
2. There are different methods that online or fillable PDF forms typically use for you to enter the information.

Method of Entry	How it Works
Fields or Boxes 	You type the information requested into the field or box on the screen. You will usually be limited in how much you can type.
Drop down lists 	You click on the box or the arrow in the box and it gives you options in a list to choose from. You choose the correct option by clicking on it and populating the field.
Checkboxes 	You click on the checkbox that corresponds to your answer. There may be more than one option that can be checked off. It may be a single box you have to check to indicate that you understand something you have read.

Radio Buttons	You select the small circle that corresponds to your answer.
Dates	There are four typical ways a date is added to a form. • Date fields allow you to type in a date.
START DATE AND TIME ... END DATE AND TIME	• A date drop-down allows you to click on the drop-down menus to pick the correct date.
Sat May 11 / Sun May 12 / Today / Tue May 14 / Wed May 15	• A date dial allows you to move the dial to the correct date.
Date: ... Sep · 2023	• In the calendar example, a calendar icon expands to show a larger calendar. It will usually show you the current month. You can move backward or forward though the calendars to find the correct date. You choose the correct date by clicking on it and populating the field.

Captcha	This is a box with random letters or number that you have to copy/type into the field. It also has a check box that says "I'm not a robot" that you must check off. This lets the owner of the form know you are a person and not a computer program trying to fill in the form.
Submit Button	This button is used to submit the form once you have completed it. It is usually at the bottom of the form or page. If you click submit and something is not correct on the form, you will probably receive a warning message after you click submit. The incorrect information on the form will likely be red or highlighted.

Tips for Filling in a Form

- Before you start, read the form over. Make sure you have all the information you need to complete the form.
- To fill in a field on a form, place your cursor over the field you want to fill in and left click. You should be able to type your information into the form.
- To move from field to field you can use the TAB button. If this doesn't work, move your cursor to the next field.
- To fill in a check box or radio box, place your cursor over the box you want to select. When the cursor changes shape, left click the mouse button and a check or dot should appear in the box. To deselect, left click on the check box or radio box again.
- Some fields will limit the amount of information you can enter.

 TRY THIS/PRACTICE

Practice site for filling in an online job application (this example is from the US but still useful).
https://www.google.com/search?q=practice+filling+in+online+forms&rlz=1C1GCEB_enCA808CA808&oq=filling+in+online+forms+&aqs=chrome.1.69i57j0l5.8044j0j7&sourceid=chrome&ie=UTF-8

Practice site for filling in an online information form (this example is from the UK but still useful).
https://www.we-are-digital.co.uk/practice-online-form/

Practice site for filling in a variety of forms online. You need a free account to save and print.
https://www.pdffiller.com/

OPTIONAL: I WANT TO LEARN MORE

Veterans Affairs Canada has a webpage to help you understand more about fillable forms:
https://www.va.gov/find-forms/

Learn more about completing an online job application here. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/jobapplications/completing-a-job-application/print/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L3) • Interpret Documents (L2 - simple forms) • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Interact with Others (L1) • Complete and Create Documents

Topic: Online Shopping

When I am done this lesson, I will know:

- Some of the pros and cons of online shopping
- How to know if an online shopping website is secure
- General steps to making an online purchase

👍 Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know how to determine if an online shopping site is safe				
I know the general steps to making an online purchase				

📖 New Words and Terms

secure site
encrypted
http/https

Shopping online can be fun and convenient, but you have to shop safely!

Pros	Cons
The stores never close	You can't check out a product physically
You save on gas or transportation	You usually need a credit card to make a purchase
There are no sales people	There is a risk of credit card fraud
You can compare items and prices from many different places	There are usually shipping fees
You can purchase items that are not available locally	You have to wait for the product to arrive

DISCUSSION QUESTION

1. Have you ever made an online purchase?
2. Can you think of any other pros or cons for online shopping?

Before you do any online shopping, you should make sure you are shopping on a reputable company's website. If you aren't familiar with the company, search for online reviews to see what other shoppers have said. If you don't recognize the company name, or have read negative feedback, don't use their website to purchase products.

Walmart.ca and Amazon.ca are two of the most popular online shopping sites in Canada.

	Watch this video to learn how things work in an Amazon warehouse. Source: Fox 13 News – Tampa Bay	https://www.youtube.com/watch?v=Y-lBvI6u_hw

CHECK YOUR KNOWLEDGE

What does the acronym SLAM stand for at Amazon? The three main parts of a computer system?

1. S

2. L

3. A

4. M

Before You Start

You should make sure your antivirus software is up to date. Most online shopping sites require you to set up a password. Make sure the password you use is strong.

Security

Before purchasing something online make sure you are using a secure site. Secure sites make sure that all information you are sending, such as credit card numbers, is encrypted or protected as it travels through the web.

There are two things that will help you know if a website is secure by:

1. The http address heading
2. Your browser's security symbol

Note: On some browsers the address bar will also turn green

HTTP Address Headings

- Web addresses begin with either HTTP or HTTPS
- If the web address starts with HTTPS, the information you send to it (credit card number, address, etc.) is encrypted and therefore it is a secure site

Security Symbol

- Your browser will use a security symbol or lock to indicate that the website is secure
- It is usually located in the address bar

General Steps to Making a Purchase Online

Each online shopping site will look different and may have slightly different steps. In general:

Step 1	Find the product you wish to purchase on the website. Click on the product to go to the product page.
Step 2	Add the product to your bag or cart. If you are choosing an item that has options (e.g., colour or size), you will need to choose that before you add the item to your bag.
Step 3	Once you have added the item to your bag or cart, your bag or cart will show an item in it. The bag or cart is usually near the upper right-hand corner of your screen. Open your bag or cart.
Step 4	Once you open your bag or cart you can check out. Click on the Proceed to Checkout or Go to Checkout button.
Step 5	Create an account or sign in to your account if you already have one. Most online shopping sites require you to have an online account. Some sites will let you proceed as a guest without creating an account. You will have to enter information in both cases. You generally need to add your name, an email address and your shipping address.
Step 6	Check your bag. Before you pay, most online sites will have a screen for you to check what is in your bag before you pay for your purchase. Make sure you check that what you ordered is in your bag. You should also check how much you are being charged in taxes and shipping. If something is coming from outside of Canada, you may also have to pay duty.

Step 7	Make your payment. You will usually have to pay with a credit card, debit card or through an online system such as PayPal. You will need to know your password and/or security codes for the method of online payment you are using.
Step 8	Print off your confirmation or invoice. Many sites will send a confirmation of the purchase to your email address if you have provided one.

Safety Tips for after You Finish Online Shopping

- Always log out of the website
- Delete your browsing history
- Close all browser windows when you are finished
- Try not to shop online on a public or shared computer or over a public wireless internet connection
- E.g., using free Wifi in a restaurant

OPTIONAL: I WANT TO LEARN MORE

Complete this tutorial to learn more about using the web to get stuff done (e.g., buying and selling stuff on the Internet). Source: GCFGlobal.org	https://edu.gcfglobal.org/en/using-the-web-to-get-stuff-done/how-to-sell-something-on-craigslist/1/

Click on the link below to learn about the most popular online shopping sites in Canada:

https://www.topteny.com/best-online-shopping-sites-in-canada/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L3) • Interpret Documents L2 – dictionary/glossary searches, advanced vocabulary) • Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	• Interact with Others (L1- discuss ideas, exchange opinions and ideas) • Complete and Create Documents (L2 - pre-post assessment)

Topic: Online Gaming

When I am done this lesson, I will know:

- How online games can help me learn or improve skills
- Some places to find free, fun, online games

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know how online games can help me learn or improve my skills				
I know where I can find free online games				

Playing online games can be a great way to have fun and learn at the same time. Games are not just for kids. Adults can play too!

Examples of Online Game Types

Game	Definition
Sudoku	A puzzle printed on a square grid of nine large squares each subdivided into nine smaller squares. The goal is to fill in each of the 81 squares so that each column, row, and large square contains every number from 1 to 9.
Crossword Puzzle	A puzzle in which words corresponding to numbered clues or definitions are supplied and fitted into correspondingly numbered sets of squares, one letter per square, the words being arranged horizontally or vertically so that most letters form part of two words.
Solitaire	A card game you play alone. There are several different versions of solitaire such as free cell, spider and pyramid.
Word Search	A puzzle with letters arranged in a grid. It contains several hidden words that you have to find that could be written in any direction.
Memory or Matching	Matching games are games that require players to match similar elements. As the name implies, participants need to find a match for a word, picture, or card.

Source of definitions: adapted form Dictionary.com (last accessed May 1, 2019)

How Online Games Can Help You Improve Your Skills

- Online games often require you to react quickly. They also often require you to follow steps in a certain order. This can help you improve strategic thinking and logic skills.
- Online games can help you improve your hand-eye coordination. Games that use a mouse and/or a keyboard can also help you improve these skills.
- Games often involve elements of memorization which can help you improve your memory skills.
- Games that involve reading and math will help you improve those skills as well.

CHECK YOUR KNOWLEDGE

Describe two ways playing online games can help you improve your skills.

1.
2.

TRY THIS/PRACTICE

Here are some sites where you can try out different free online games:

https://www.neongames.com/

https://www.hiddenobjectgames.com/

https://www.mahjong.com/

https://www.actiongame.com/

https://www.timemanagementgame.com/

https://www.mindgames.com/

https://www.solitaireonline.com/

https://www.classicgame.com/

If you have an account on Facebook, you can also play free online games there.

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2 - mostly definition of games) • Interpret Documents
Communicate Ideas and Information	• Complete and Create Documents (L2 - subheadings and subparts, evaluate and integrate, compare different documents)

Topic: Social Media

When I am done this lesson, I will know:

- What social media is
- Some common social media sites
- What I can use social media for
- Some tips on how to stay safe and secure when using social media

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what social media is				
I know how I can use social media				
I know how to stay safe and secure when I am using social media				

social media
profile
private message
timeline
post
status update
share
messenger
connection
recommendation
endorsement
behaviour tracking
geolocation

What is Social Media?

Social media refers to websites and applications (tools) that allow people to create, share or exchange information, career interests, ideas, and pictures or videos in virtual communities and networks.

Social media can be used for many things:

- Staying in touch with friends and family
- Promoting your cause
- Keeping up with trending topics and news

Many Internet experiences are one-way: you go to a website like a news site or a shopping site to find information or buy something. Social media is two-way or socially interactive. It's about communicating with other people. It can be with friends, family, peers or just people with the same interests as you. Social media is about sharing and communicating instead of finding and downloading information.

Social Media	Description	Social Media Explained by Donuts
FACEBOOK	Facebook is a social networking website that makes it easy for you to connect and share with your family, friends, co-workers and employers online.	I like donuts!
TWITTER	Twitter is a social networking website that is designed for finding and sharing SHORT updates. Each "tweet" or post is limited to 140 characters (characters include: letters, numbers, spaces, symbols or punctuation).	I am eating a #donut.
LINKEDIN	LinkedIn is the world's largest professional network with hundreds of millions of members.	**I work at a donut shop. My skills include eating donuts.**
INSTAGRAM	Instagram is a photo and video sharing app for smartphones. It focuses on sharing photos or videos with your friends or "followers." Instagram allows you to apply filters to the photos before posting them in order to give the photos a unique look. You can "like" or comment on photos that others have posted.	**Here is a really cool picture of a donut.**
YOUTUBE	YouTube is a video sharing site. It allows users to upload videos they've created. Visitors to the site can then watch videos in the web browser. You don't need to set up an account with YouTube to watch videos, but you do need an account if you want to upload videos of your own. Videos you upload can be either private (for viewing only by people you approve) or public.	Here is a video to show you how to eat a donut.

	Pinterest is a visual discovery engine for finding ideas like recipes, home and style inspiration, and more. Users share by posting (known as 'pinning' on **Pinterest**) images or videos to their own or others' boards. A board is a collection of 'pins' about a common theme or topic.	Here is a great recipe for donuts.
PINTEREST		

DISCUSSION QUESTIONS

1. Do you use social media?
2. What do you use it for?

Why Should We Use Social Media?

Social media can be overwhelming. So, why should we use it?

- You can communicate every day
- It can be used to build relationships
- It allows you to learn from others
- It can offer personal and business development
- You can use it for job promotion/networking

The Pros of Social Media

Social media is a key player in the job search process today. Social networking sites like Facebook, Twitter, Linkedin and Instagram also allow a connection between employers and job seekers. Social media allows job seekers to connect with employees, learn about companies, and find out about job openings in real-time. Employers use it to get a sense of who you are outside of the workplace.

The Cons of Social Media

What a potential employer sees on social media might stop them from hiring someone. For example:

- Provocative or inappropriate photos and information
- Evidence of drinking and or drug use
- Poor communication skills
- Bad mouthing previous employers
- Discriminatory remarks regarding race, gender or religion
- Falsifying qualifications

If you use social media, make sure your content is appropriate for employers to see.

In this lesson, we will learn more about Facebook, Twitter and LinkedIn.

Facebook

Facebook is a social networking website that makes it easy for you to connect and share with your family, friends, co-workers and employers online.

- Facebook was originally designed for college students.
- Facebook was created in 2004 by Mark Zuckerberg. Mark Zuckerberg was a college student at Harvard University when he created Facebook.
- Facebook is the world's largest social network. There are more than 1 billion users worldwide.

Facebook is built around the concept of "friends." Your list of friends on Facebook should be people you know and trust.

Why Use Facebook?

- It allows you to connect and share photos, videos, thoughts and feelings with many people at the same time
- Other websites have integrated Facebook into their own website so that you have to have a Facebook account to use their website as well
- You can access other services across the web using your Facebook account

What is a Facebook Profile?

A profile is your collection of photos, stories and experiences.

You can do many different things on Facebook such as:

- Send messages privately (like an email) or post on someone's "timeline," which others can see
- Post status updates
- Share content such as photos, videos, links, and information

Sending Private Messages	• When you send a private message to someone, only yourself and the recipient of your message can see what you have written.
	• This process is similar to sending someone an email.
Writing on Someone's "Timeline"	A Facebook timeline is the area on a profile where friends can post their thoughts, views, criticisms, photos or videos for everyone to see.
	When you post on someone's timeline or he/she posts on your timeline, the message may appear in other areas, such as:
	• The newsfeed
	• In a search result
	• For people who are in the audience
	• The audience can be selected by you; your options will be "friends", "public", or "custom"
	You can "like," "comment" on, or "share" a post from your timeline.
Posting Status Updates	A Facebook status is a feature that allows the user to discuss their thoughts, where they currently are, or important information with their friends.
Sharing Content	You can upload photos to your profile by:
	• adding a profile picture
	• adding a cover photo
	• creating a photo album
	• posting a photo on your timeline
	You can upload a photo to someone else's timeline if their settings allow you.
	• You can upload videos to your timeline or someone else's
	• You can share links on your timeline or on someone else's
	• You can share information by updating your status or writing on someone else's timeline

- If you are job searching, you should make sure your Facebook profile is appropriate. Here are some tips:
- When you fill out your profile, include your professional history.

- Classify your professional friends. You can create groups of friends so you can easily identify how you know or are related to someone.
- Post appropriate content and respond to others' posts in an appropriate manner.
- Find networking connections - If you use the search bar, you can type in, "people who work at _____."

🎬	**Complete this online tutorial** to learn more about how to use Facebook Source: GCFGlobal.org	https://edu.gcfglobal.org/en/facebook101/

Facebook Messenger

Facebook Messenger is an instant messaging feature built into Facebook. It allows Facebook users to connect with each other and send instant messages, emoji, photos, videos, and to perform other light tasks.

In order to use Facebook Messenger, you need to have a Facebook account.

Twitter

Twitter is designed for short comments or updates and image posts. It is about followers, not friends. A comment made on Twitter is called a tweet. When you make a tweet, people who follow your Twitter feed will have their Twitter page updated. You can also set your account up to follow other people's tweets. Then if they tweet something, your Twitter page will be updated.

Each "tweet" or post is limited to 140 characters (characters include: letters, numbers, spaces, symbols or punctuation). Because Twitter focuses on short updates, most people use it on their mobile device. You can use it on a computer as well.

Twitter Symbols

To mention another profile in your tweet insert the @ symbol before the name and that person will be notified:

- E.g., @bridgestosuccess

Using a # (hashtag) is another way of "tagging" something in your tweets and to find out who else is posting about the same thing you are

- After you have written something insert the # symbol followed by a trend relating to your post
- E.g., Learning lots at the Essential Skills Workshop! #thanksbridgestosuccess

Twitter – Options for Interacting

There are 3 options for interacting with other tweets:

1. "Retweeting": Posting another person's tweet on your profile
2. "Favouriting": Allows you to save a tweet on your profile
3. "Replying": Commenting directly on the tweet

How to Post a Tweet

1. Create an account at www.twitter.com.
2. On the left-hand panel of the Twitter page, click on the box with Compose New Tweet.
3. The box will expand. On the bottom right you'll see the number of characters you have left. Click on the icons on the left to add a picture and/or your location to your tweet.

This video will take you through the process:

	Watch this to learn more about Twitter Source: CGFLearnFree.org	https://www.youtube.com/watch?v=nGODHQsqxcY

If you are job searching, you should make sure your Twitter account is appropriate. Here are some tips:

- Make your account public so an employer can seek you out
- Make sure your account represents you in a way that will make you attractive to a potential employer
- Show your interest and expertise related to the job you want
- Follow companies you are interested in working for

LinkedIn

LinkedIn is a popular social networking website that focuses on professional networking. It allows you to develop a list of contacts that will help you job search, advance your career or look for potential employees.

Many companies are using LinkedIn to look for and screen new employees. Once you create a profile page, you can add information about your employment history and a summary of your skills. This acts as an online resume. You can watch for job postings to appear or you can reach out to employers through built-in messaging.

LinkedIn also allows you to follow companies so you can see the latest updates and postings.

LinkedIn Terminology	
Profile	• Your profile is what other people will see when they find you on LinkedIn • Your profile is like your resume: you can add information about your work history, education and skills • You can add a profile picture as well
Connection	• You can add contacts to your network, who are known as connections • You can add contacts from existing accounts such as Facebook, email, Instagram or Twitter
Recommendation	• A recommendation is like a reference letter • Once you have a connection with someone he/she can write a recommendation for you • This is a short paragraph that appears on your profile and states your professional strengths and skills
Endorsement	• Your connections (contacts) can endorse the skills you have added to your profile • This is a way of verifying that you have the skills you say you do • It is good to have former co-workers and employers as connections because they will be the best endorsers for you!

Social Media Safety and Security

Social media can be fun and interesting, help you stay connected with friends and family and help you find a job, but:

- You have to consider your security or privacy
- You have to consider your safety

Before you post something, you should always **THINK!**
- Is it **T**RUE**?**
- Is it **H**ELPFUL**?**
- Does it **I**NSPRIRE**?**
- Is it **N**ECESSARY**?**
- Is it **K**IND**?**

More to Think About	
Identity Theft	Think before you post or share personal or private information about yourself.
Behaviour Tracking	Many social media sites collect data on your online activity and how you behave online. • E.g., Facebook tracks what you do on their site, as well as what you are doing on other sites and then advertises to you based on your interests • In order to prevent this, you have to install a browser plug-in such as Adblock Plus or Privacy Badger
Geolocation	• Some websites and apps for smartphones and tablets use geolocation which allows them to use a GPS to share your current location with others • Geotagging is a similar feature that automatically adds location information to photos taken with cell phones. It's a good idea to disable this feature before posting photos online if you don't want others to know your location.
Image	• Always be aware of the image you are presenting to others. • Damaging or embarrassing information can be permanent and can spread quickly across the internet. This can result in loss of job opportunities or loss of a current job.

Tips for Setting up Safer and More Secure Profiles on Social Media

Contact Information

- Avoid entering contact information in your profile, other than your email address.
- It's a good idea to have a separate email address just to be used for social networking accounts. This protects your regular email account from getting cluttered with spam.
- Some websites are requiring you to enter a phone number in order to register for an account. Never use your home phone number. Always use a mobile number.

Privacy Settings

- Review the website's privacy policy. This will help you understand how your information is being displayed and used.
- Pay attention to site policy changes.
- Always customize your privacy setting.
- Google yourself. If you find too much information about yourself, maybe you need to adjust your privacy settings.

OPTIONAL: I WANT TO LEARN MORE

Watch this to learn more about LinkedIn and how it can help your career. Source: LinkedIn	https://www.youtube.com/watch?v=ZVlUwwgOfKw

Bridge Adult Literacy Curriculum Framework Connection

Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L3 - long sentences increases complexity) • Interpret Documents (L2 – tables, some sites may be slightly more complex) • Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	• Interact with Others (L1-3) • Complete and Create Documents
Using Digital Technology	• Create User Account • Access Social Networking Site and Post a Message • Download and Watch a YouTube Video

Topic: My Digital or Online Footprint

When I am done this lesson, I will know:

- What a digital footprint is
- What my digital footprint might have in it
- How a digital footprint can affect employment

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what a digital footprint is				
I know what is in my digital footprint				

New Words and Terms

digital footprint

What is a Digital Footprint?

A digital or online footprint is information that exists on the Internet about someone. You create a digital footprint when you do things online. The more you do or the more information you share or leave behind, the larger your digital footprint becomes. Here are a few examples of how you create and add to your digital footprint:

- Type words or phrases online
- Visit websites
- Post photos online
- Get tagged in a photo or online post by someone else

You might not even realize you are leaving a digital footprint behind!

🎬	**Watch** this to learn more about what a digital footprint is and what can happen to your digital footprint. Source: Common Sense Media	https://www.youtube.com/watch?v=eg3gSNgaBm0

💬 DISCUSSION QUESTION

Can you think of places on the Internet where you add to your digital footprint? For example, have you ever shared a photo online, created a profile on a social networking site like Facebook or posted a comment online?

On the foot below, write down all the places you may have left information in the past to create a digital footprint.
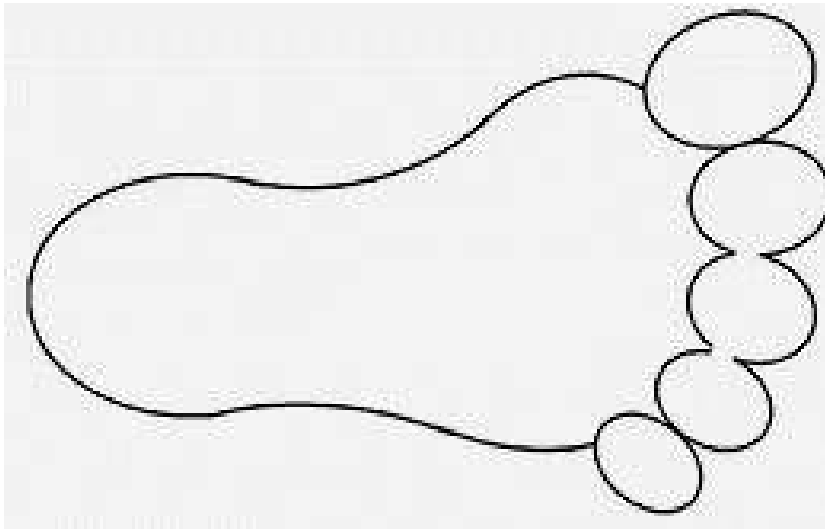
How Do I Get Rid of a Digital Footprint?

The problem is once something is online or on the Internet, it may be impossible to delete or get rid of. The reason is that someone may have already sent it to someone else, printed it, or saved it. For example, if a friend posts a photo of you, it becomes part of YOUR digital footprint as well. You should always make your friends ask permission before posting photos of you online.

Digital Footprints and Employment

It is important that the information in your digital footprint is appropriate because many employers will search for you online when they are considering you for a job. If they discover information online they feel is inappropriate such as an unfortunate photo or a bad comment you have made, you might not get the job.

▶ TRY THIS/PRACTICE

Google yourself.

What did you find?

OPTIONAL: I WANT TO LEARN MORE

Being a good digital citizen is the best way to make sure the digital footprint you leave online is appropriate.

Watch this to learn more about being a good digital citizen.	https://edu.gcfglobal.org/en/communicationskills/being-a-good-digital-citizen/1/
Source: GCFGlobal.org	

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L1 - 2) • Interpret Documents (L2 - mostly) • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Interact with Others (L1 - exchanging information, relates personal experience during a conversation) • Complete and Create Documents

Topic: Application Software – Word

When I am done this lesson, I will know:

- What Microsoft Office and Microsoft Word is
- How to use some of the basic tools in Microsoft Word

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what Microsoft Office is				
I know how to use Microsoft Word				

New Words and Terms

Microsoft Office
Microsoft Word
template
ribbon font
document
save/save as

What is Microsoft Office?

Microsoft Office is a suite of software products developed by the Microsoft Corporation. It includes:

- Word
- Excel
- Access
- Publisher
- PowerPoint
- Outlook
- OneNote

 Review	**Software** is a set of instructions or a computer program that tells the hardware what to do. The operating system of a computer is one type of software. There are also thousands of other types of software programs that you can use on a computer. Some of the most common software programs you might use are Microsoft Word or Adobe Acrobat. Software is written by a computer programmer.

Microsoft Word

Microsoft Word is word processing software. We will be looking at some basic features in Microsoft Word 2016. Note: If you are using Microsoft 2013, there is a link for a tutorial at the end of this lesson.

To open Microsoft Word, open the start menu and select the Word menu item:

Once you open Word you will see the new window. This allows you to open a new Word document. You can choose a blank document or you can choose a template. A template is a document that has some formatting included to help get you started.
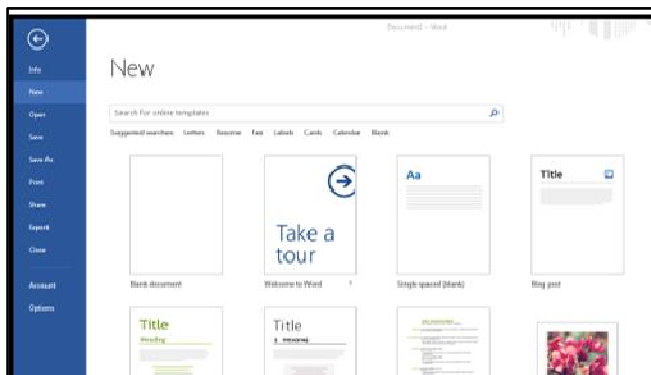
The Ribbon

The ribbon at the top of the page contains all the commands you need to do common tasks.

It has multiple tabs along the top. Each tab has several groups of commands.
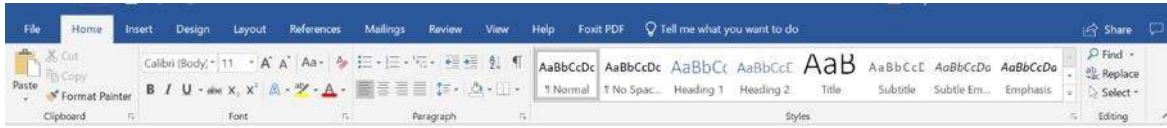
Backstage View

If you click on the FILE tab you will see the "backstage view." Backstage view gives you options for saving, opening a file, printing, or sharing your document.
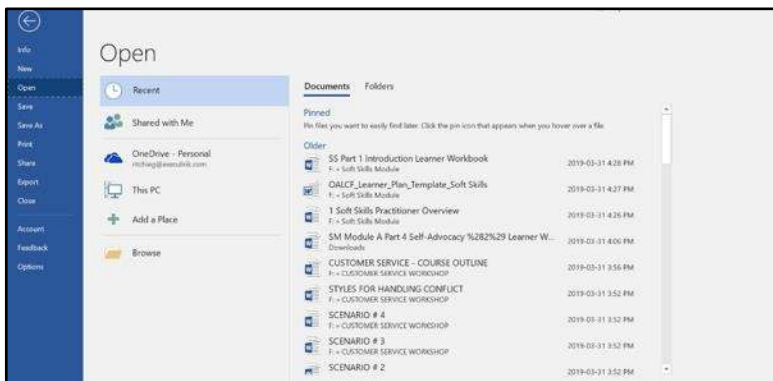
Typing in a Document

When you open a blank Word document it looks like this:
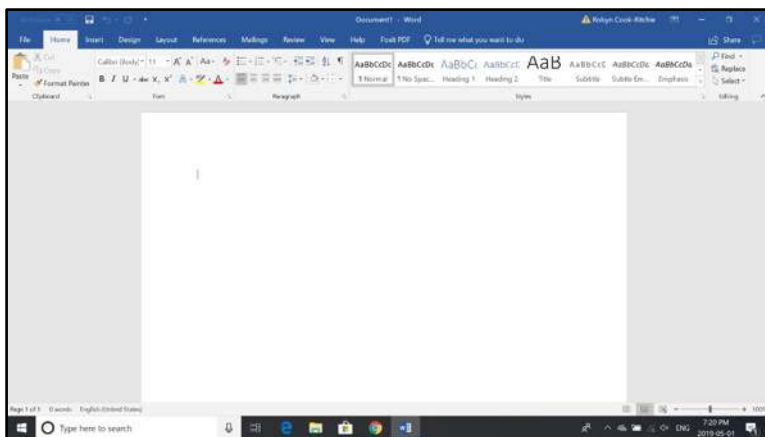
To insert text, use your mouse or touchpad to move the cursor to the spot on the page you want to start typing.

Click the mouse and the insertion point will show. The insertion point is a vertical line.

Start typing.

Deleting Text

- Place the **insertion point** next to the text you wish to delete.
- Press the **Backspace** key on your keyboard to delete text to the **left** of the insertion point.
- Press the **Delete** key on your keyboard to delete text to the **right** of the insertion point.

Selecting Text

- Place the **insertion point** next to the text you wish to select.
- Click the mouse (left button). While holding it down, drag your mouse over the text to select it.
- Release the mouse button.

Copying and Pasting Text

- Select the text you want to copy.
- Click the **Copy** command on the **Home** tab.
- You can also right-click your document and select **Copy**.
- Place your insertion point where you want the text to appear.
- Click the **Paste** command on the Home tab.
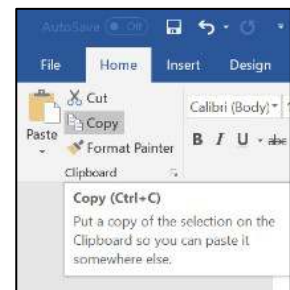
Cutting and Pasting Text

- Select the text you want to cut.
- Click the **Cut** command on the **Home** tab.
- You can also right-click your document and select **Cut.**
- Place your insertion point where you want the text to appear.
- Click the **Paste** command on the **Home** tab.
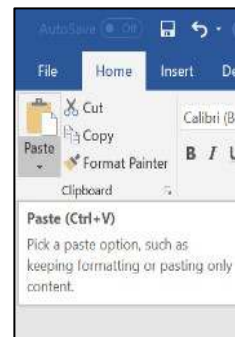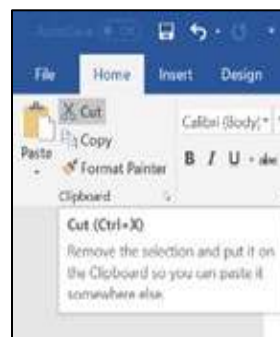
 TRY THIS/PRACTICE

- Open an **existing Word document**.
- Select a sentence.
- **Copy and paste** the sentence from one location in the document to another.
- Select another sentence.
- **Cut and paste** the sentence to another location in the document.

Font Size

- If you want to change the font size, select the text you want to change.
- Click the **drop-down arrow** next to the **Font Size** box on the **Home** tab.
- Select a font size.

You can also use the grow font and shrink font commands to change the size.
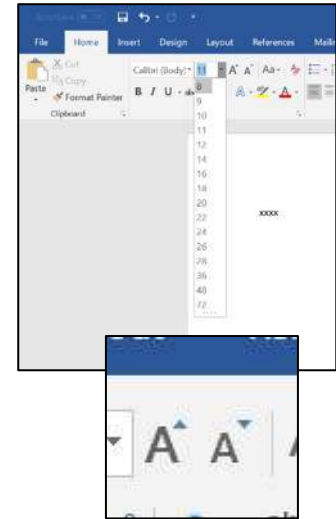
Changing Font Style

- Select the text you want to change.
- Click the **drop-down arrow** next to the **Font** box on the **Home** tab.
- Select a font.
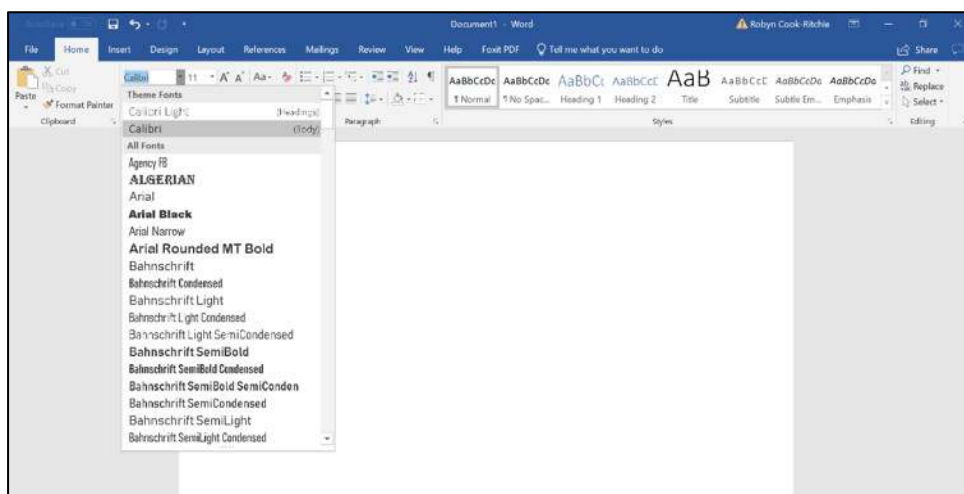
Changing Font Colour

- Select the text you want to change.
- Click the **Font Color** drop-down arrow on the **Home** tab.
- Select a font colour.
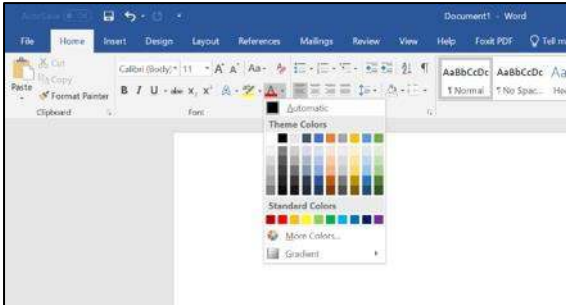
Highlighting Text

- From the **Home** tab, click the **Text Highlight Colour** drop-down arrow.
- Select a highlight colour.
- Select the text you want to highlight.
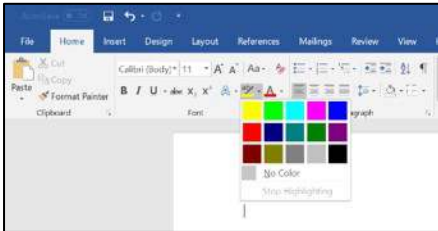
Bold, Italic and Underline Commands

- Select the text you want to change.
- Click the Bold (**B**), Italic (*I*), or Underline (U) command in the **Font** group on the Home tab.
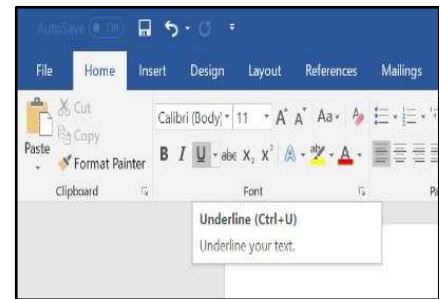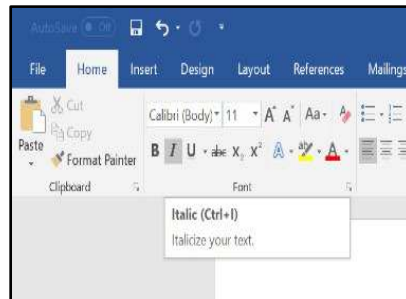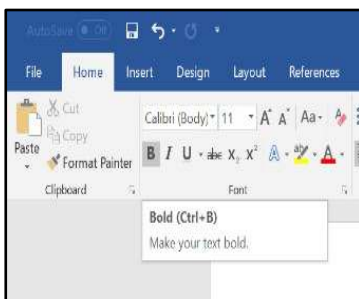
Changing the Text Case

- Select the text you want to change.
- Click the **Change Case** command in the **Font** group on the Home tab.
- Select a case option from the list.
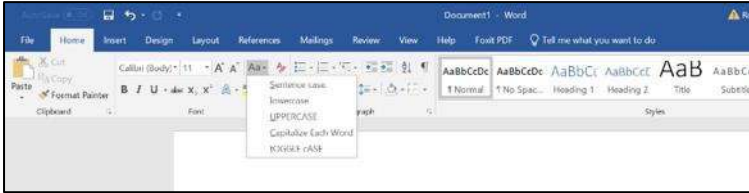
Changing Text Alignment

- Select the text you want to change.
- Select one of the four **alignment options** from the **Paragraph** group on the **Home** tab.

Align Text Left: Aligns all the selected text to the left margin. Example: The dog chased the cat.	
Center: Aligns text at equal distance from the left and right margins. Example: The dog chased the cat.	
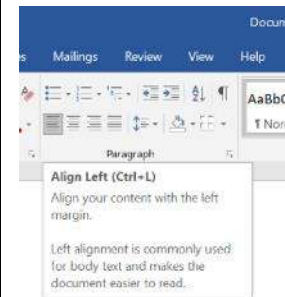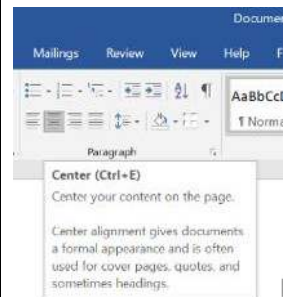
Align Text Right: Aligns all the selected text to the right margin. Example: The dog chased the cat.	Align Right (Ctrl+R) Align content with the right margin. Right alignment is used for small sections of content, such as text in a header or footer.
Justify: Justified text is equal on both sides and lines up equally to the right and left margins.	Justify (Ctrl+J) Distribute your text evenly between the margins. Justified text gives your document clean, crisp edges so it looks more polished.
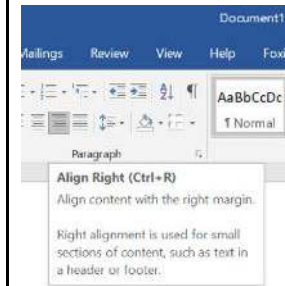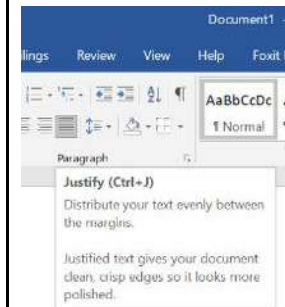
TRY THIS/PRACTICE

- Open an **existing Word document**.
- Change the **font size** of some text.
- Change the **font style** of some text.
- Change the **font color** of some text.
- Try various cases using the **Change Case** command.
- Try the four **alignment** commands.

Page Orientation

- Select the **Layout** tab.
- Click the **Orientation** command in the Page Setup group.
- Click either **Portrait** or **Landscape** to change the page orientation.
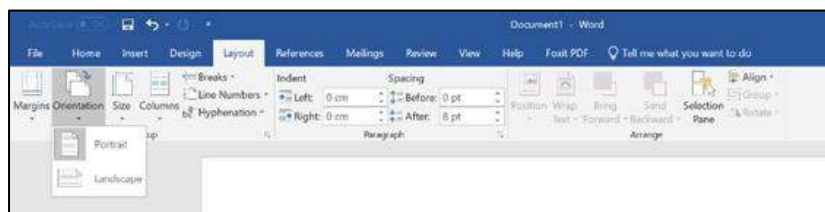
Page Size

- Select the **Layout** tab.
- Click the **Size** command and a drop-down menu will appear.
- Click a size option.
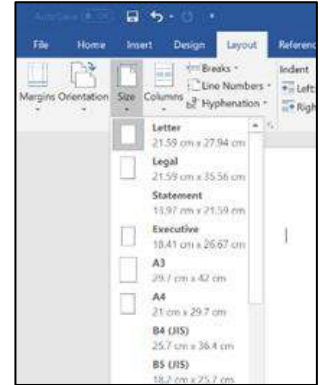
Formatting Page Margins

- Select the **Page Layout** tab.
- Click the **Margins** command.
- A menu of options appears. **Normal** is selected by default.
- Click a **margin si**ze.
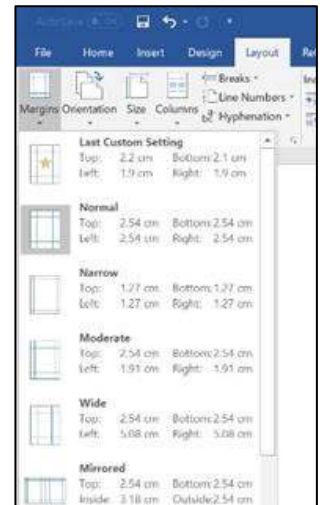
▶ TRY THIS/PRACTICE

- Open an **existing Word document.**
- Change the **page orientation**.
- Change the **paper size**.
- Change the margins to **Narrow**.
- Adjust the margins using **Custom Margins**.

Spelling and Grammar

- Go to the **Review** tab.
- Click on the **Spelling & Grammar** command.
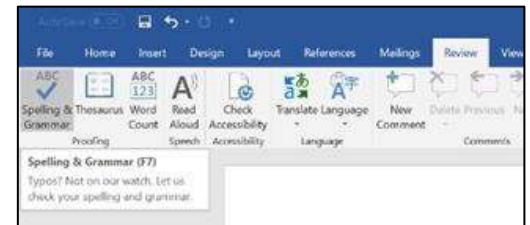
When you click on the Spelling & Grammar command, the
Spelling and Grammar dialog box will open at the right of your screen.

- For each error in your document, Word will try to offer **suggestions.**
- You can select a suggestion and then click **Change** to correct the error.
- If no suggestions are given, you can type in the correct spelling.

Note: The spelling and grammar check is **not always correct**.

- There are errors that Word will not notice
- There are also times when the spelling and grammar check will say there is an error when there is not
- If Word says that something is an error, you can choose not to change it

Depending on whether it's a spelling or grammar error, you can choose from several options:

For spelling "errors":

- ***Ignore Once***: This will skip the word without changing it.
- ***Ignore All***: This will skip the word without changing it, and it will also skip all other instances of this word in the document.
- ***Add to Dictionary***: This adds the word to the dictionary so that it will never come up as an error. Make sure that the word is spelled correctly before choosing this option.
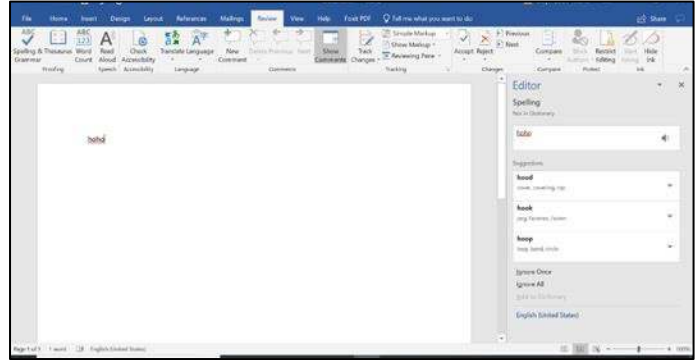
For grammar "errors":

- ***Ignore Once***: This will skip the "error" without changing it.
- ***Ignore Rule:*** This will skip this "error" as well as all other instances that relate to this grammar rule.
- ***Next Sentence:*** This skips the sentence without changing it, and leaves it marked as an error. That means it will still show up if you do another Spelling and Grammar check later on.

Word automatically checks your document for **spelling and grammar** errors, so you may not even need to run a separate Spelling and Grammar check. These errors are shown by **coloured, wavy lines**.

- The **red line** = misspelled word.
- The **green line** = grammar error.
- The **blue line** = contextual spelling error.

TRY THIS/PRACTICE

- Open an existing Word document.
- Correct the spelling errors.
- Correct the grammar errors.

Saving Documents

- Click the **File** tab.
- Select **Save.**
- Follow the instructions to choose where you want to save the document.

Using the SAVE AS Command

The **Save As** command allows you to choose a name and location for your document. It's useful if you want to save a different version of a document while keeping the original.

Printing Documents

- Click the **File** tab.
- Select **Print.**
- The Print pane appears, with the print settings on the left and the **Preview** on the right.
- Click on the Print button
- If you only want to print certain pages, you can type a range of pages. Otherwise, select Print All Pages.
- Select the number of copies.
- Click the Print button.
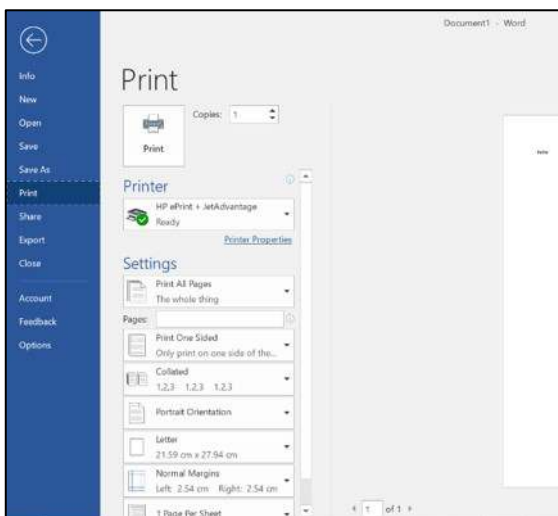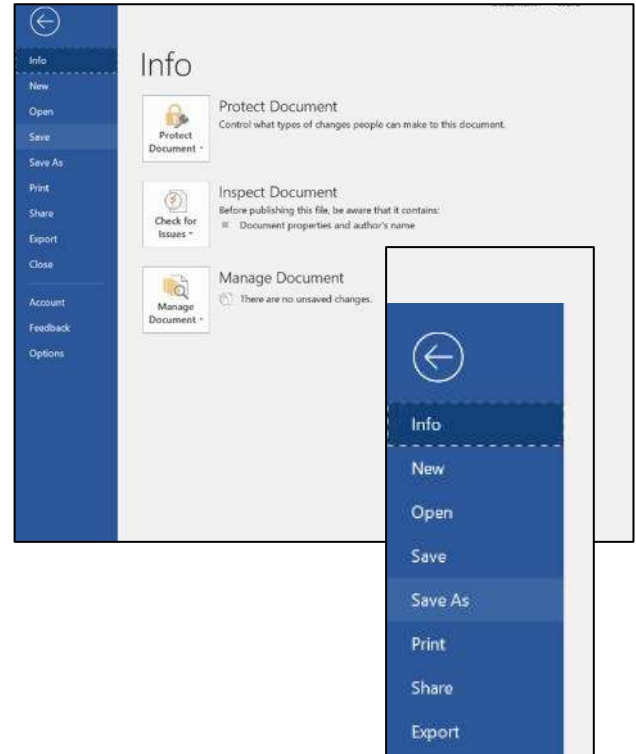
OPTIONAL: I WANT TO LEARN MORE

Complete a Word 2016 Tutorial here. Source: GCFGlobal	https://edu.gcfglobal.org/en/word2016/

Complete a Word 2013 Tutorial here. Source: GCFGlobal	https://edu.gcfglobal.org/en/word2013/

Bridge Adult Literacy Curriculum Framework Connection

Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2- point forms) • Interpret Documents (L3) • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Complete and Create Documents (L2 pre-post assessment)

Topic: Files and Folders

When I am done this lesson, I will know:

- What a file and a folder are
- Icons for common file types
- How to save a file in Windows
- How to create folders and organize files
- Some tips for saving and organizing files

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what a file and a folder are				
I know how to create folders and organize files				

New Words and Terms

file
folder
PDF

What are Files and Folders?

A file is the common storage unit in a computer, and all programs and data are "written" into a file and "read" from a file. Different types of files have different icons to help you know what type of file it is.

Here are some common icons you may see for files:

	PDF Icon PDF is an acronym for Portable Document Format. PDF is a file format that provides an electronic image of text or text and graphics that looks like a printed document and can be viewed, printed, and electronically transmitted using a PDF viewer like Adobe Acrobat.
	Microsoft Word file Icon Word is word processing software.
	Microsoft Excel Icon Excel is a spreadsheet program.
	Microsoft PowerPoint Icon PowerPoint is presentation software.
	Google Docs Icon Google Docs is word processing software you can access on Google Drive.
	Apple Pages Icon Pages is word processing software for MAC.

A folder holds one or more files, and a folder can be empty until it is filled. A folder can also contain other folders, and there can be many levels of folders within folders. Folders are used to create a filing system online. Folders help you organize your files so you can find them easily. All operating systems and cloud storage services allow you to create and organize folders.
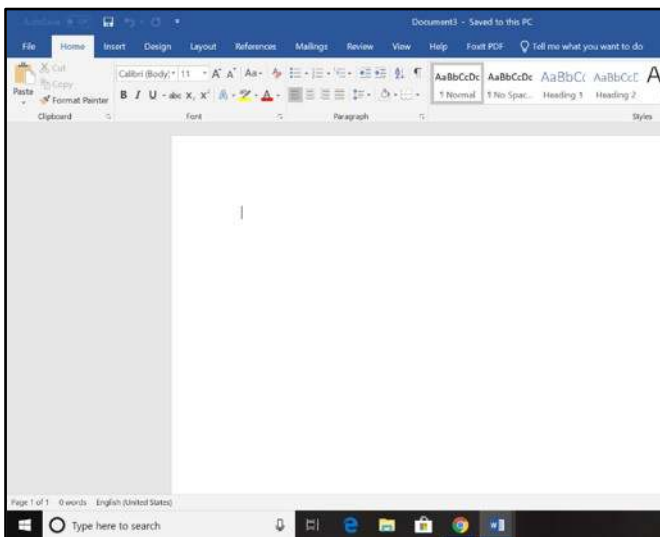
If you are using the Windows operating system, there are already several different types of folders already created:
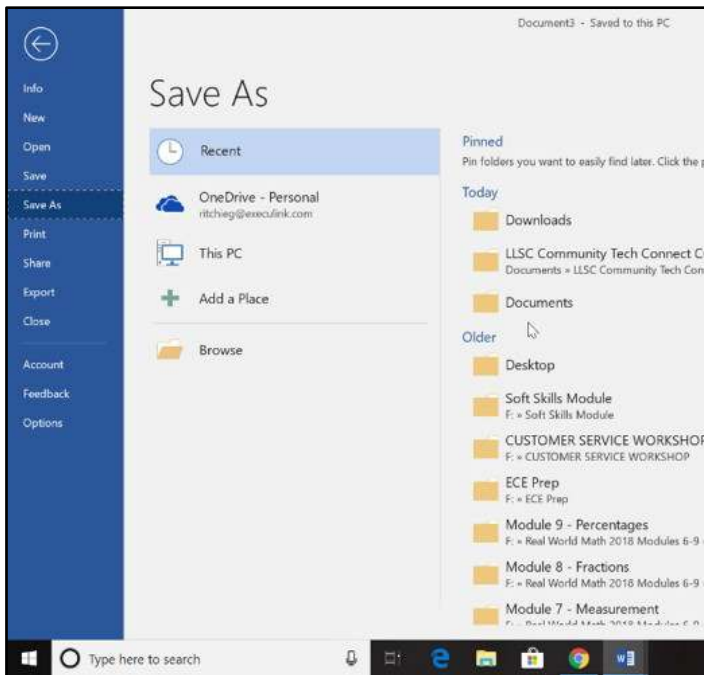

How to Save a File in Windows

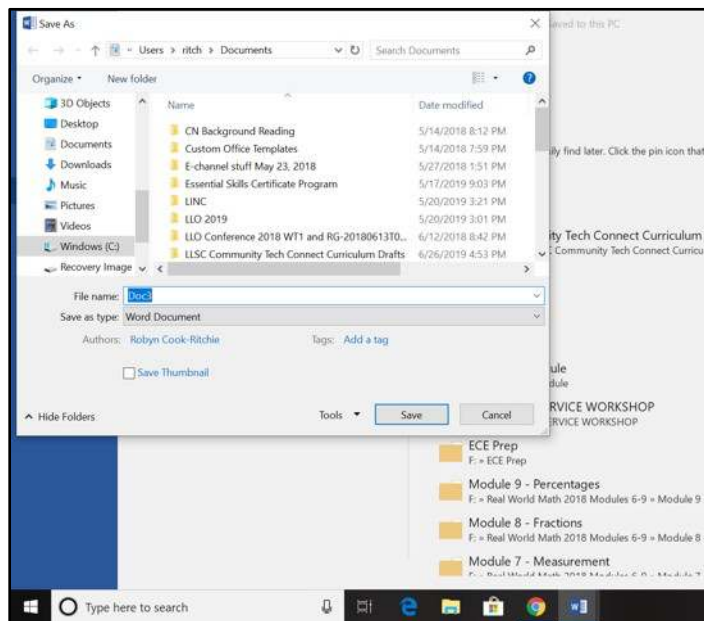There are generally **five** steps to saving a file:

1. Click "FILE" from inside the application or software you are working in. This is usually in the upper left-hand corner of your screen.
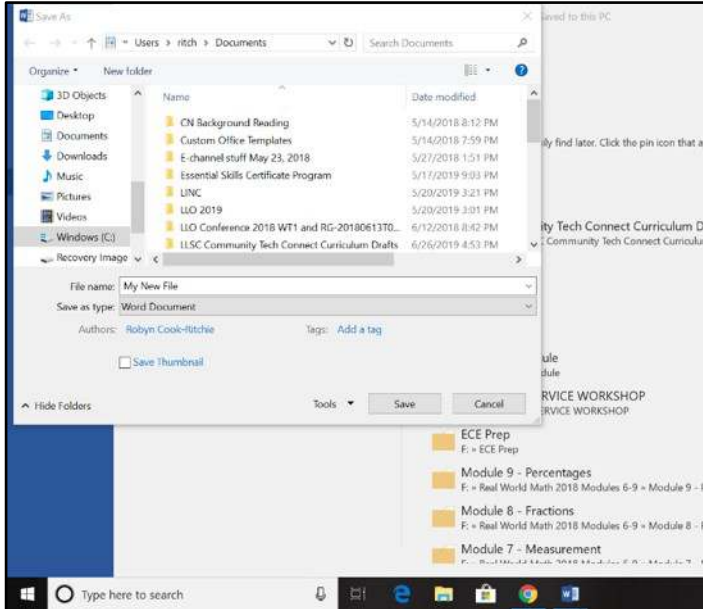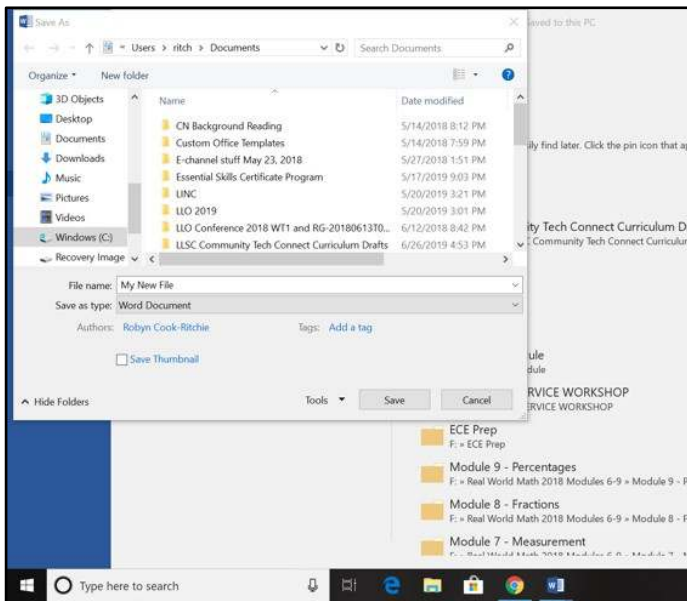
2. Select the "Save As" menu item.

3. Choose where you want the file to be saved.

4. Change the file name.

5. Click "SAVE."

CHECK YOUR KNOWLEDGE

List the five steps to saving a file:

1.

2.

3.

4.

5.

Creating Folders and Organizing Your Files

Complete the tutorial to learn how to create folders and organize your files in Windows. Source: GCFGlobal	https://edu.gcfglobal.org/en/windowsbasics/working-with-files/1/

TRY THIS/PRACTICE

If you have access to a computer, try creating and saving a file. Create a new folder and move the file you created to the folder you created.

Tips for Saving and Organizing Your Files

- **Skip the Desktop**. Never ever store files on your Desktop. It looks messy and cluttered.
- **File or delete downloads**. Don't let files sit in your Downloads folder. Either file them where they belong or delete them.
- **File things immediately**. If you wait to file things, your system may get out of control. As soon as you create or receive a file, put it in a folder.
- **Sort everything once a week**. Tidy things up, delete any unnecessary files, and generally stop things getting messy at least once a week.
- **Use descriptive names**. When you're naming your files, give them descriptive names. "Wednesday" is not a great name. "Wednesday – Journal Entries – January" is much better.
- **Search is powerful**. The Search feature within most operating systems is really powerful. If you can't find a file by looking, try searching for it. If you've named your files and folders correctly, it will be easy to find.

- **Don't use too many folders**. Having too many nested folders gets annoying. Each folder should have a minimum of about 10 files in it. If you only have two or three files in each folder, you need to reconsider your filing system.
- **Stick with it**. Don't just give up after a few days. Commit to using your file structure for a couple of weeks before scrapping it.

Source: Adapted from: https://business.tutsplus.com/tutorials/how-to-organize-computer-files--cms-32191 (last accessed July 5, 2019).

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	- Read Continuous Text (L3) - Interpret Documents (L2 - complex format, subheadings/subparts) - Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	- Complete and Create Documents
Use Digital Technology	- Organize Digital Files into Folders - Watch Podcasts

Topic: Using a USB Flash Drive

When I am done this lesson, I will know:

- What a USB flash drive is
- What you can use a USB flash drive for
- How to save a file on a USB flash drive
- How to safely eject a USB flash drive

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what a USB flash drive is				
I know what I can use a USB flash drive for				
I know how to save a file on a USB flash drive				
I know how to safely eject a USB flash drive				

What is a USB Flash Drive?

A USB flash drive is a small portable storage device that has flash memory and an integrated Universal Serial Bus (USB). Flash memory is a type of computer chip. The USB plugs into a USB port on your computer. It allows you to store information or files and transfer data to and from your computer(s).

Other common names for a USB flash drive:

- Thumb drive
- USB
- Pen drive
- Memory stick
- Flash drive
- Travel drive
- Jump drive
- Memory key

A USB flash drive is useful because it is small, durable and can allow you to take your computer files with you. There are many different makes, models and sizes.

You can save many different types of information on a USB flash drive. Some things you can save:

- Photos
- Songs
- Documents
- Videos

A USB flash drive will hold a different amount of information depending on its storage capacity. The chart below gives you an idea of how much information different USB drives will hold:

USB Capacity	Photos	Songs	Documents	Videos
64MB	30	15	56	7 min.
128MB	76	28	112	15 min.
256MB	153	57	225	30 min.
512MB	307	115	450	1 hours
1GB	614	230	900	2 hours
2GB	1,229	460	1,800	4 hours
4GB	2,457	921	3,600	9 hours
8GB	4,915	1,843	7,200	18 hours
16GB	9,830	3,686	14,500	36 hours

CHECK YOUR KNOWLEDGE

1. How many photos can you store on a 4 GB USB flash drive?
2. How many documents can you store on a 1 GB USB flash drive?
3. How many hours of video can you store on a 16 GB USB flash drive?

How to Find a File on a USB Flash Drive

1. Plug it into any USB port on a computer. A USB port can be located in many different places depending on the computer. The symbol for a USB port looks like:
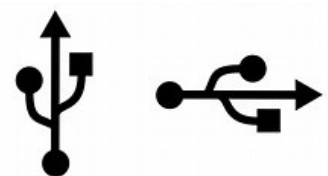
Here are some examples of USB ports on a laptop and computer tower. They are usually located along either side or the back of a laptop. They can be located on the front or back of a computer tower.

1. Once you plug your USB flash drive into the USB port, the USB flash drive will be recognized by the computer as a new device and will usually be give the drive letter "e." This message will pop up on your desktop:

2. If you will not be opening any of the files currently saved on your memory stick, you can close this box. If you would like to open a file saved on your memory stick, simply click on *Open folder to view files.* A box that looks like this will appear. You will be able to see the files saved on your USB flash drive.
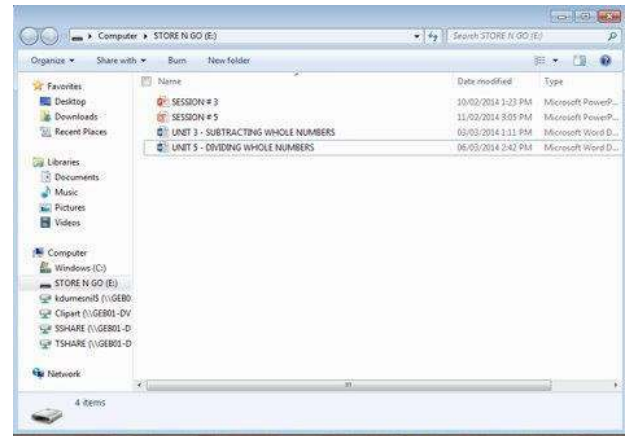
3. If you need to find a file saved on your USB flash drive, you can also click on the File Explorer icon on the task bar when your USB flash drive is plugged into the USB port. This box will pop up:
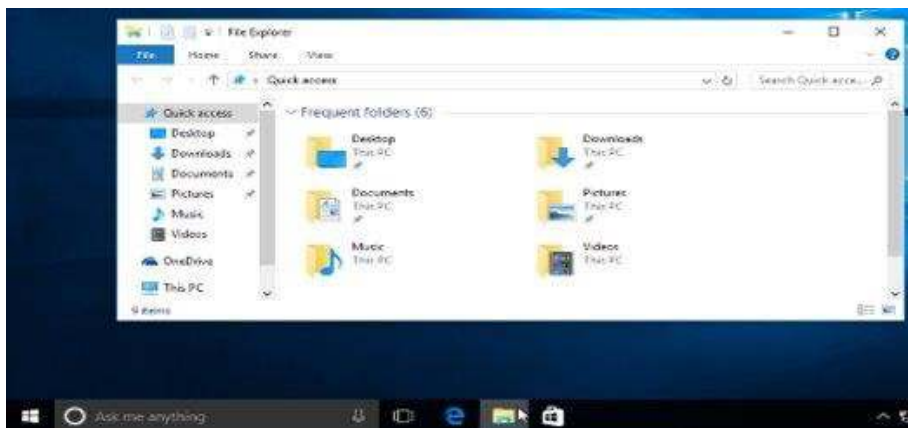
On the left-hand side you can scroll until you find the name of your USB flash drive.

How to Save a File on a USB Flash Drive

There are generally five steps to saving a file:

1. Click "FILE" from inside the application or software you are working in. This is usually in the upper left-hand corner of your screen.
2. Click "SAVE AS."
3. Choose where you want the file to be saved. Choose our USB flash drive.
4. Change the file name.
5. Click "SAVE."

How to Safely Remove a USB Flash Drive

1. Click on the white arrow on the right hand side of the task bar.

2. Click on the USB icon.
3. Click on "Eject Device." This may say Eject and an actual device name like in the example below.
4. Remove the USB Flash Drive.

   TRY THIS/PRACTICE

1. Plug your USB flash drive into the computer.
2. Open a blank document in Word.
3. Type the word "TEST" into the document.
4. Click "FILE" in the upper left hand corner.
5. Click "SAVE AS."
6. Click on "Removable Disk" or "E drive."
7. Type the word "TEST" into the file name box.
8. Click "SAVE" at the bottom.

Now check that your file is saved by:

1. Click on "File Explorer" on your task bar.
2. Click on the E drive.

Now safely remove the USB flash drive.

OPTIONAL: I WANT TO LEARN MORE

Review this tutorial "Bringing Your Files with You" on GCFGlobal to learn more about USB flash drives: https://edu.gcfglobal.org/en/computerbasics/bringing-your-files-with-you/1/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L3 - long sentences, specialized vocabulary) • Interpret Documents (L2 - making connections between parts of documents) • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Complete and Create Documents (L2 - pre and post assessment)
Using Digital Technology	• Perform Digital Tasks with Multiple Steps • Understand Text, Icons or Both

Topic: Storing Information on the Cloud

When I am done this lesson, I will know:

- What the cloud is
- Some common cloud services and basic features

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what the cloud is				
I know some of the most common cloud services				

New Words and Terms

cloud services
encryption

What is the Cloud?

The cloud is a term used for online storage. Cloud services are online storage systems. Cloud services let you store digital files online by uploading using your computer or mobile device. Your files are then accessible through the web wherever you are as long as you have Internet access. The data or files are physically held or saved on big servers. The servers are usually owned by whoever provides the service you use (Google, Microsoft etc.). The servers can be anywhere in the world.

To use a cloud service, you have to find a service and create an account if you don't already have one. Some services let you download and install an app or software. You can usually use the app or software to back up your files to the cloud or adjust your settings so certain files or folders back up automatically. You can also access your files through a web browser by logging into your account.

Most of the cloud services today will let you share your files by generating a link you can share. For example, you may want to share a file with a work colleague or a folder of pictures with a family member.

💬 DISCUSSION QUESTION

1. Can you think different reasons you would want to share files?
2. Who would you share files with?

Cloud storage companies usually use encryption to keep your files safe. Encryption is a process where the data in a file is scrambled so someone without the proper login cannot access it. However, there is always a chance that your account can be accessed by someone who is not authorized when your information is in the cloud. You should also be careful about uploading sensitive information to the cloud. Creating a strong password is important when using cloud services.

Cloud storage services offer different amounts of storage. Most companies offer a certain amount for free. Once you reach the limit, you have to pay for more storage.

Popular Cloud Services with Free Account Options

GOOGLE DRIVE	• Provides 15 GB of free storage • Integrates with other Google services • Allows you to sync from your device • Has offline service that lets a user view files and photos saved online when they are having network issues https://accounts.google.com

	Watch this video "Google Drive: One safe place for all your stuff" to learn more about Google Drive Source: Google Help last accessed July 5, 2019	https://www.youtube.com/watch?v=02DV21OtV3c

	Watch this video "How to Use Google Drive – Beginners Tutorial" to learn how to use Google Drive Source: Vrtical last accessed July 5, 2019	https://www.youtube.com/watch?v=cCZj5ojxRAA

	• Provides 2 GB of free storage space • Integrates with Microsoft Office • Allows you to sync from your device https://www.dropbox.com/register

![OneDrive logo]	• Provides 5 GB of free storage space • Integrates with Microsoft Office • Allows you to sync from your device • Pre-installed in the Windows operating system https://onedrive.live.com/about/en-ca/

🎬	**Watch** this video to learn how to use OneDrive for Windows Source: e-Top Technology Inc. last accessed July 6, 2019	https://www.youtube.com/watch?v=uVnppwxnLgo

🎬	**Watch** this video to learn how to use OneDrive for MAC operating systems Source: e-Top Technology Inc. last accessed July 6, 2019	https://www.youtube.com/watch?v=tscROtfUz3U

🔍 CHECK YOUR KNOWLEDGE

1. Which Cloud service provider gives you the most free storage space?

2. Which Cloud service provider(s) allow you to sync from your device?

 TRY THIS/PRACTICE

Choose one of the cloud service providers and create an account.

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2) • Interpret Documents (L2- tables, charts) • Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	• Interact with Others (L1 - share and exchange information) • Complete and Create Documents (L2 - pre and post assessment)

Topic: Computer Viruses and Other Online Threats

When I am done this lesson, I will know:

- Some common online threats
- Some tips to avoid online threats
- What to do if my computer gets a virus

👍 Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what some common online threats are				
I know how to avoid online threats				
I know what to do if my computer gets a virus				

malware
adware
trojan
spyware
ransomware
worm

There are many different kinds of online threats to computers. Some of the most common terms are:

- Malware
- Virus
- Adware
- Trojan
- Spyware
- Ransomware
- Worm

Type of Threat	Description
Malware	Malware is short for malicious software. This means that while most of us refer to these threats as viruses, the correct catch-all term should indeed be malware. Malicious software comes in many forms, but malware itself is a general term that could be used to describe any number of things, such as viruses, worms, trojans, spyware, and others. It's a program or file with bad intentions. Luckily, malware is what all the most popular antivirus programs are look for.
Virus	Viruses are malicious code that infect a computer after you install a software. This usually happens through USB drives, Internet downloads, or email attachments, but it can happen other ways as well. The infection doesn't occur just from having the infected files on your computer. The infection happens once the program runs for the first time, whether through Autorun, a manual install, or an executable file that the user opens. Once opened – or run – the infection happens. From that point, it can be very difficult to find and get rid of the virus. Unlike other threats, viruses have no other purpose than attempting to make your computer impossible to use.
Adware	Adware is usually harmless but it can be really annoying. Adware is often bundled with apps or software, which makes initial detection somewhat difficult. A common example is the checkbox at the bottom of a download link (often pre-checked) that asks if we want to "Include X for free" – "X" is often the program containing the adware. If you aren't sure what these additional programs are, or how they function, don't download them.
Trojan	Trojans were named after the Trojan Horse, which was a giant wooden horse used to conceal Greek soldiers as they entered Troy during the Trojan War. A trojan damages your computer the same way. It hides malicious code inside a program or file in order to gain access to your machine. Once inside, the program installs itself on your device and communicates with a server in the background without your knowledge. This gives an outside party access to your computer and information on your computer through what's called a backdoor.

Spyware	Spyware is the most common piece of malware on the Internet. While it's quite deceptive in nature and a major annoyance, most spyware is relatively harmless. Typically, spyware is used to monitor your browsing behaviour. This information is often used to send you ads based on your browsing behaviour.
	While typical spyware is mostly used for ad-serving purposes, there are other more malicious types of spyware that communicate sensitive data back to another user, or to a server. This data can include emails, photos, log files, credit card numbers, banking information, and/or online passwords.
	Spyware is most often downloaded by the user as part of an add-on to a legitimate download (such as a toolbar) or included as part of a freeware or shareware program.
Ransomware	The goal of ransomware is to collect money by manipulating the user into believing something that's often untrue.
	After the malicious software is installed, it'll lock down your system except for a window that allows you to pay the ransom in order to regain use of your system.
Worm	Worms are the most damaging form of malware. While a virus attacks one computer and relies on a user to share infected files in order for it to spread, a worm exploits security loopholes in a network and can bring the entire network down.
	Once the worm is in the network, it passes (often unnoticed) from computer to computer. As it passes from one device to another, the infection spreads until each machine is infected.

Source: all above definitions adapted from: https://www.makeuseof.com/tag/viruses-spyware-malware-etc-explained-understanding-online-threats/ (last accessed April 19, 2019)

CHECK YOUR KNOWLEDGE

1. What is a trojan named after?
2. What is the most damaging type of malware?
3. What is the goal of ransomware?

	Review this tutorial to learn what to do if your computer gets a virus. Source: GCFGlobal.org	https://edu.gcfglobal.org/en/internetsafety/what-to-do-if-your-computer-gets-a-virus/1/
Review		

Tips for Avoiding Online Threats

- Keep your operating system and each of your programs up to date by downloading updates as they become available.
- Install an antivirus program and keep it up to date.
- Use a firewall.
- Do not download apps or programs from unknown and untrusted sources.
- Use your antivirus program or a malware detection program to scan programs and links before opening them.
- Avoid pirated (stolen or illegal) software.
- Don't open email attachments from people you don't know.

DISCUSSION QUESTIONS

Can you think of any other ways to avoid online threats?

OPTIONAL: I WANT TO LEARN MORE

	Watch this to learn three tips on how to spot malware. Source: Google Help	https://www.youtube.com/watch?v=nvIXGeB1WgE

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L3) • Interpret Documents (L3 - compares virus types, unfamiliar vocabulary) • Extract Information from Films, Broadcasts and Presentations (not levelled)
Communicate Ideas and Information	• Complete and Create Documents (L2 – tables, ability to estimate, ability to evaluate)

Topic: Recognizing spam

When I am done this lesson, I will know:

- What spam is
- How to recognize spam in my mailbox

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what spam is				
I know how to recognize spam in my mailbox				

New Words and Terms

database
filter
hacking
Internet Service Provider (ISP)
phishing spam
spammer
spoofed email

	Malware is short for malicious software. This means that while most of us refer to these threats as viruses, the correct catch-all term is malware. Malicious software comes in many forms, but malware itself is a general term that could be used to describe any number of things, such as viruses, worms, trojans, spyware, and others.
Review	

What is spam?

Spam is digital communication that you do not want or did not sign up for. Spam often comes in the form of an email. However, spam can also be sent through texts and social media. Spam can also be posted on blogs or Internet forums. Spammers send out communications in bulk to as many emails as possible. Sending out spam is called spamming.

Internet Service Providers (ISP's) spend money to create filters to keep email spam from getting into your inbox. A filter will catch the spam before it goes to your inbox. It is usually stored in a folder called "Spam", "Junk", or "Junk e-mail." Most junk email is deleted automatically after a set period of time.

Here is an example of what spam can look like in your mailbox:
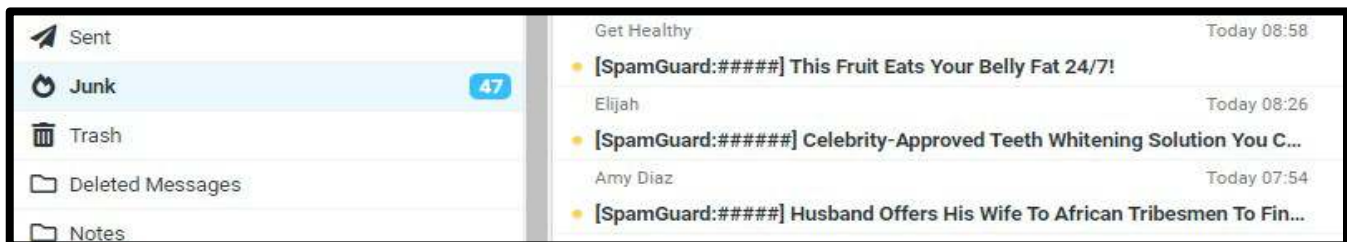
How do spammers get my email?

Spammers have many different ways to get your email. Here are some of the most common ways:

1. If your email address is on a website, a spammer might be able to find it. They write programs that search thousands of websites and make lists of email addresses.
2. Spammers will make up email lists by using a domain and adding common names to it. For example, they might use the domain "gmail.com" and make a list of names that could have that email address such as:

- bob.jones@gmail.com
- jane.smith@gmail.com

3. Companies sell your information or spammers steal it from a company by hacking into its database.

4. Spammers use a method called "phishing." They get your information by tricking you into signing up for something that isn't real (a free contest) or pretending that they know you (e.g., a friend request on Facebook).

Source: https://www.timesheets.com/blog/2015/05/how-spammers-get-email-address-what-to-do-about-it/

Different types of spam

Not all spam will be filtered out by the ISP, so it is important to recognize spam. There are lots of different types of spam. Some spam is annoying but harmless. Other spam can be really serious if the spammers are using it to try to steal from you or spread viruses.

Phishing emails

Phishing emails trick people into giving up information (e.g., website logins, credit card info) by using spoofed emails. Spoofed emails mimic, or spoof, an email from a legitimate sender, demanding some sort of action.

Common types of phishing emails:

- A request for payment of an outstanding invoice.
- A request to reset your password or verify your account.
- Verification of purchases you never made.
- A request for updated billing information.

Mobile phone spam

Spam can be sent to mobile phones as phone calls and texts.

The most common mobile phone scams use pre-recorded messages pretending to be from banks, credit card companies, cable companies, the government, and debt collectors. The calls are often made by robots. Text message scams are often senders trying to sell you something.

Malspam

Malspam is any kind of malware spread using spam. The malware is usually hidden in attachments (e.g., Word or PDF files). It downloads and spreads when you open the attachment.

Advance-fee scams

A mysterious sender sends an email offering you a big reward in exchange for a cash advance, usually as some sort of processing fee, required to unlock the larger sum. Once you wire the cash to the scammer, they disappear with your money.

Source: https://www.malwarebytes.com/spam/

How do I know it is spam?

1. The content seems inappropriate or something you would not have signed up for (e.g., adult content).
2. The sender's address does not match the domain for the company they claim to represent. In other words, emails from PayPal always come from example@paypal.com, and emails from Microsoft always come from example@microsoft.com.
3. The email is addressed to "customer," "friend" or something else generic, not you personally. Legitimate emails from companies and people you know will usually be addressed to you by name.
4. The email has links embedded that seem unusual or suspicious. If you are still not sure, don't click on the link. Copy it and paste it into your web browser to check the website out directly. Spam often includes links to spoofed sites designed to capture your login.
5. The email has lots of typos and bad grammar. This often happens when online translators are used by spammers from different countries.
6. The email is too good to be true. Advance-fee scams work this way.
7. There are attachments. Businesses don't usually send emails with attachments. There are attachments.

Source: https://www.malwarebytes.com/spam/

Review of a Spam Example

Let's take a look at an example of spam. In the junk email folder, there is a message from "Survival Home Remedies" with the subject line "Make your own antibiotics at home."
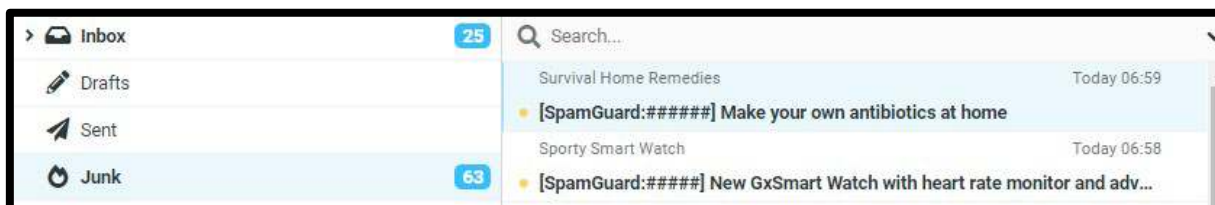
The picture below shows the content of the email when you open it. If you read through it there is at least one spelling mistake, phrases that sound odd, and some words that don't seem to make sense.
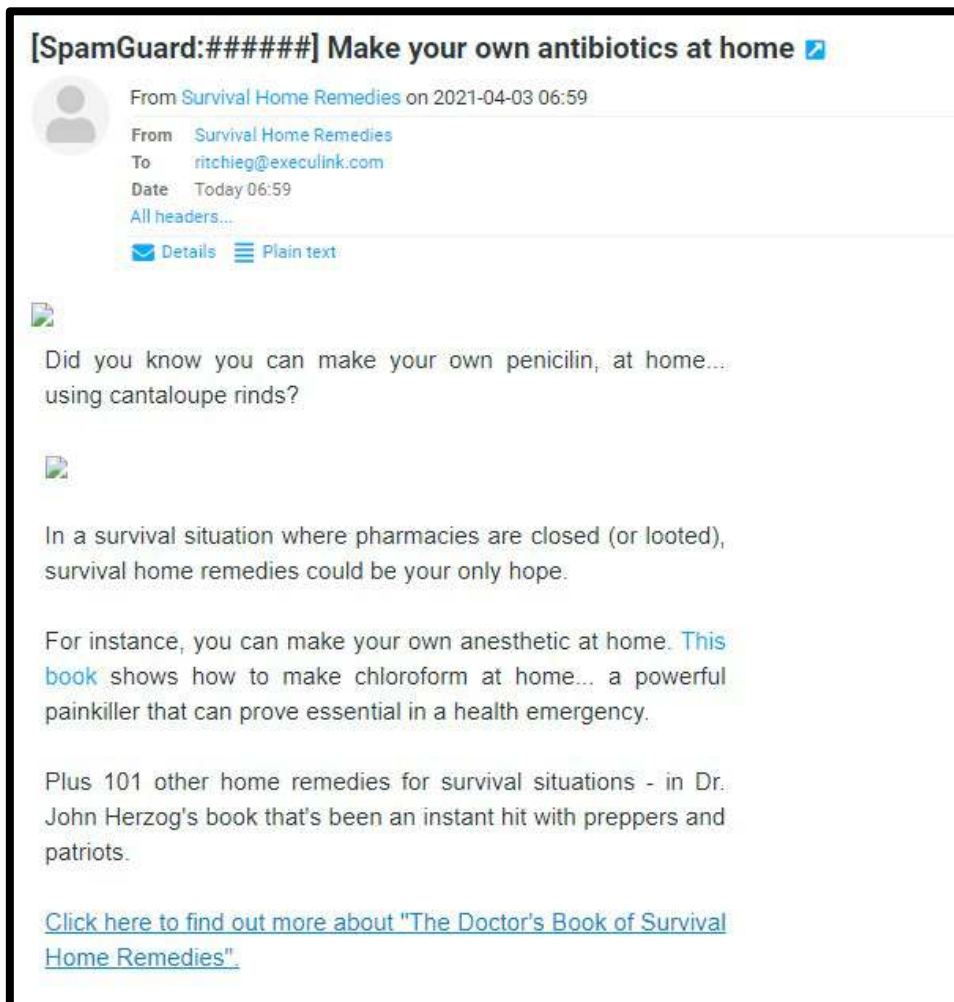
 DISCUSSION QUESTIONS

Discuss the parts of this email that don't seem quite right. What specific things can you find that make you think it might be spam?

When you take a closer look at who the email is from you can see the domain is "nervebook.buzz."

When you check the domain "nervebook.buzz" by copying it and pasting it into a browser, a page like this appears. This confirms that nervebook.buzz is not a legitimate company.
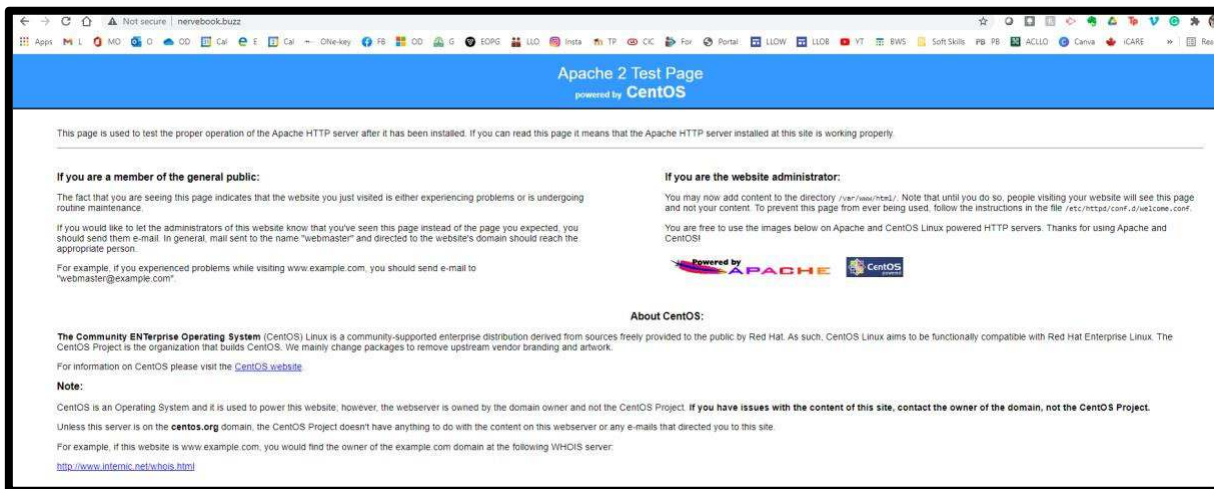
How do I stop spam?

1. If you think it might be a spam email, call or text, don't open it or answer it! Delete it.
2. If you accidentally answer a call that is from a spammer, never say yes or complete any actions they ask you to do. Hang up and add the number to your blocked numbers list.
3. Make sure you have your email spam filter turned on. Check your spam or junk folder on a regular basis to make sure that any real emails did not get filtered out. If a legitimate email is in your spam or junk folder, you can mark it "not junk" or "not spam" so emails from that address are not filtered out in the future.
4. If you have the option when you are creating accounts online, use multi-factor authentication. With two-factor or multi-factor authentication, even if your username and password are compromised, cybercriminals won't be able to get around the additional authentication requirements on your account. Additional authentication factors include secret questions or verification codes sent to your phone via text message.

Source: https://www.malwarebytes.com/spam/

![icon] DISCCUSSION QUESTIONS

What are some examples of spam that you have received in the past? What did you do when you received spam?

CHECK YOUR KNOWLEDGE

What are two ways you can stop spam?

1.
2.

TRY THIS/PRACTICE

Check your junk or spam folder to see if there are any emails in there. Delete them.

OPTIONAL: I WANT TO LEARN MORE

Watch this video to learn more about how to avoid spam and phishing. Source: GCFGlobal	https://edu.gcfglobal.org/en/tr_zh-cn-internet-safety/-spam-and-phishing/1/

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L3 - Long sentences, specialized language) • Extract Information from Films, Broadcasts, and Presentations
Communicate Ideas and Information	• Interact with Others (L1 - Share information for a highly explicit purpose) • Writes Continuous Text (L1 - Conveys simple ideas and factual information)
Use Digital Technology	• Open an email program and delete a message from an online folder

Topic: Online Calendars

When I am done this lesson, I will know:

- The different ways I can use an online calendar to stay organized
- Some features of common online calendars

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know different ways I can use an online calendar to stay organized				
I know what the features are in common online calendars				

New Words and Terms

sync

	Software is a set of instructions or a computer program that tells the hardware what to do. There are thousands of software apps that come pre-installed or can be downloaded to devices like computers, smartphones, or tablets.
Review	The word "app" is a short form for "application." Some apps come pre-installed on a device. Other apps can be downloaded and installed. Apps usually run on a device, but they can also run through a web browser. An app is usually a program designed to help people perform a specific activity or task.

What is an online calendar?

Online calendars are software applications or "apps" on the Internet. An online calendar will let you save information and edit information. You can also share your calendar with other people if you give them access.

Many devices such as tablets or smartphones come with a calendar app installed. Email accounts like Outlook and Gmail also have calendar apps. They allow you to link to an online calendar which you can sync across more than one device. The word "sync" is the short form for "synchronization." Sync means to have the same data or information in two or more locations.

Online calendars may include many features such as:

- Syncing with other calendars that belong to you or someone else to give you access to their online calendar
- Setting up appointments automatically that are attached to a meeting invitation in an email
- The ability to drag and drop the information to set up an appointment
- Different calendar views (for example: daily, weekly, work week, monthly, yearly)

What can you use an online calendar for?

1. To keep track of appointments, meetings, and deadlines.
2. To be able access your calendar from different devices.
3. To set up reminders so you don't forget to do things.
4. To create recurring events. Recurring events are things that happen more than once. For example, if you have a class every Tuesday from 9-11 a.m., you can add it to an online calendar as a recurring event. You only have to put it once with the right settings and it will appear on your calendar every week.

5. To block out sections of time in your day for specific activities that you need to do. For example, if you have a project with a deadline, blocking a specific time each day to work on it can help you stay on track.

Source: adapted from https://www.calendar.com/blog/advantages-online-calendar/

Common Online Calendars and Features

Calendar	Cost	Features
Google Calendar	Free	• Set up several different calendars and use different colours to make them easier to identify • Click on the date or time slot and add a new event • Share the calendar with others
Outlook Calendar (Microsoft)	Free version is available - also included in a paid version of Microsoft Office	• Click on the date or time slot and add a new event • Set up sound or message reminders for appointments, meetings, and events • Colour code items • Send meeting invites from the calendar
Apple Calendar	Free with Apple products	• Syncs across all your Apple devices signed into the same Apple ID • Can be set up to pull in information from other calendars (e.g., Google Calendar and Outlook Calendar)
Cozi Family Organizer	Free version available - paid version has more features	• Shared calendar for all family members as well as individual calendars • Email or text to-do lists or grocery lists to other members • Save recipes • Apple, Android, and web browser versions available

DISCUSSION QUESTIONS

What information would you put in an online calendar?

Is there anyone you would share your online calendar with? Why?

CHECK YOUR KNOWLEDGE

Name three ways an online calendar can help you stay organized.

1.

2.

3.

TRY THIS/PRACTICE

Find the online calendar app on your device. Set up your birthday or the birthday of a family member as a yearly recurring event.

OPTIONAL: I WANT TO LEARN MORE

	Watch this video to learn how to use features of Google Calendar. Source: Teacher's Tech	https://www.youtube.com/watch?v=SPA0VnDRDgM

Bridge Adult Literacy Curriculum Framework Connection	
Competency	**Task Group(s)**
Find and Use Information	• Read Continuous Text (L2 - Involves one text, may include unfamiliar elements) • Interpret Documents (L2 - Performs limited searches using one or two search criteria, extracts information from tables/forms) • Extract Information from Films, Broadcasts, and Presentations
Communicate Ideas and Information	• Interact with Others (L2 - Discuss) • Writes Continuous Text (L1 - Conveys simple ideas and factual information)
Use Digital Technology	• Open an app and set up an event

Topic: Icons and apps on my phone and tablet

When I am done this lesson, I will know:

- How to identify the icons on my phone or tablet
- What the common apps on my phone or tablet are for

👍 Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what all the icons do on my phone or tablet				
I know what the common apps on my phone or tablet are for				

app
device
icon
pictogram
smartphone
tablet

What is an icon?

An icon is a pictogram on a device touchscreen that helps the user navigate the operating system. These icons work as buttons on the touchscreen. Devices like smartphones and tablets have a touchscreen. You can tap or touch an icon to perform a task or action. The icons look similar on different types of devices.

Common Icons	What is this?	Description What can I do? or What does it do? or What does it mean?
	Power	You use this to turn the device on and off.
	Lock	You use this to see if the device is locked or unlocked. The lock will be closed for locked and open for unlocked.
	Phone	You use this to open the phone.

	Wifi	You use this to see if your wifi is on and how strong your wifi signal is. The more bars that are showing, the stronger your signal.
	No Signal	When you see this symbol it usually means no Internet service is available.
	Bluetooth	You use this to see if your Bluetooth is on.
	Battery	You use this to see how much power you have left in your battery. The more bars you have, the more power you have left.
	Battery	The battery will have a lightning bolt in it when you are charging your device.
	Airplane mode	When this is showing, it means airplane mode is turned on. When airplane mode is on, you cannot use the Internet or send and receive phone calls.
	Home	You use this to return to your home screen.
	Settings	You use this to adjust the options for a phone, tablet, or in an application.
	Delete or Trash	You use this to remove one or more items from a list or to delete a message.

	Dictation	You use this to use your voice to dictate text.
	Favourite	You use this to flag or save a favourite item like a personal contact or a webpage.
	Action Bar	You use this to display a pop-up menu.
	Action Overflow	You use this to see a list of actions. It is like a menu.
	Add	You use this to add or create an item.
	Done	You use this to dismiss an action bar.
	Close	You use this to close an item or clear text from a field.
	Share	You use this to share information you have stored using email or social networking.
	Refresh	You use this to reload the information on a webpage or get new information on a webpage.

	Search	You use this to search for information. You need to type in a search term.
	Edit	You use this to edit text, add text, or fill in fields.
	Location Pin	This tells you where something is located on a map. It can also mean your GPS location services are turned on.
	Keyboard	This lets you open a keyboard on the screen so you can type on your device.

What is an app?

The word "app" is a short form for "application." Some apps come pre-installed on a device. Other apps can be downloaded and installed. Apps usually run on a device, but they can also run through a web browser. An app is usually a program designed to help people perform a specific activity or task. Depending on what the app was designed for it can use text, numbers, audio, graphics, and a combination of these elements. Apps also have their own icons and use icons. The icons look similar on different types of devices.

Common Application Icons	What is this?	Description What can I do? or What does it do? or What does it mean?
	Browser App (Apple)	You use this app to access the Internet.

	Browser App (Google)	You use this app to access the Internet.
	Email App	You use this app to send and receive email messages.
	Messages App	You use this app to send and receive text messages.
	Camera App	This opens your camera app to take pictures.
	Facebook App	This app opens your Facebook account if you have one. Facebook is a social media application.
	Facebook Messages App	You can use this app to send messages to, and receive messages from, your friends on Facebook, if you have a Facebook account. You can also see the messages when you are logged into your Facebook account.
	Instagram App	This app opens your Instagram account, if you have one. Instagram is a social media application.
	Twitter App	This app opens your Twitter account, if you have one. Twitter is a social media application.
	WhatsApp App	This app opens your WhatsApp account, if you have one. WhatsApp is a messaging application.

	Facetime App	This app lets you video call your contacts. Facetime only works on iPhones, iPads, and Apple computers. Both the sender and the receiver need to have an Apple product to use Facetime.
	Weather App	You can use this app to check the weather.
	Calendar App	You can use this app to keep track of your appointments in an online calendar.
	Calculator App	You can use this app as a calculator.
	YouTube App	This app will open YouTube. You can watch videos on YouTube. If you have an account, you can also save lists of videos called playlists and upload your own videos.
	LinkedIn App	This app opens your LinkedIn account, if you have one. LinkedIn is a social media application.
	Application Store App (Apple)	This app opens the store where you can download new apps if you have an iPhone or iPad. Some apps are free, and some you must pay for.
	Application Store App (Google)	This app opens the store where you can download new apps if you have an Android phone or tablet. Some apps are free, and some you must pay for.

DISCUSSION QUESTIONS

Which apps in the table list do you have on your tablet or smartphone?

Which apps in the table would you like to try?

Are there any apps you would like to download?

CHECK YOUR KNOWLEDGE

Name three different social media apps.

1.
2.
3.

TRY THIS/PRACTICE

1. Click on the link below to play the matching terms and icons game.
   https://www.purposegames.com/game/icons-quiz-game
2. Download and install one new free app on your tablet or smartphone.

OPTIONAL: I WANT TO LEARN MORE

	Use this tutorial with videos to learn how to use a touchscreen on a device. Source: Learn My Way	https://www.learnmyway.com/courses/using-a-touchscreen

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2 - Involves one text, may include unfamiliar elements) • Interpret Documents (L2 - Performs limited searches using one or two search criteria, extracts information from tables/forms) • Extract Information from Films, Broadcasts, and Presentations
Communicate Ideas and Information	• Interact with Others (L2 - Brainstorm ideas) • Writes Continuous Text (L1 - Conveys simple ideas and factual information)
Use Digital Technology	• Uses an online game to reinforce knowledge • Download and install an app (L2)

Topic: Using Zoom

When I am done this lesson, I will know:

- What Zoom is and what it does
- Three ways to join a Zoom meeting
- Some Zoom features

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what Zoom is and what it does				
I know three different ways to join a Zoom meeting				

New Words and Terms

cloud-based

|	The word "app" is a short form for "application." Some apps come pre-installed on your device. Other apps you can download and install yourself. Apps usually run on your device, but they can also run through a web browser. An app is a program usually designed to help people perform a specific activity. Depending on what the app was designed for, it can use text, numbers, audio, graphics, or a combination of these elements. Applications also have icons. The icons look similar on different types of devices.
Review	

Zoom is a cloud-based video communications app. Zoom lets you do:

- Video meetings
- Audio meetings
- Webinars
- Live chats
- Screen sharing

You don't need to have an account to attend a meeting in Zoom. When you open a Zoom meeting link the first time, the application will download automatically. You can also download it here:

https://zoom.us/download

If you want to set up your own Zoom meetings, you will have to set up a Zoom account.
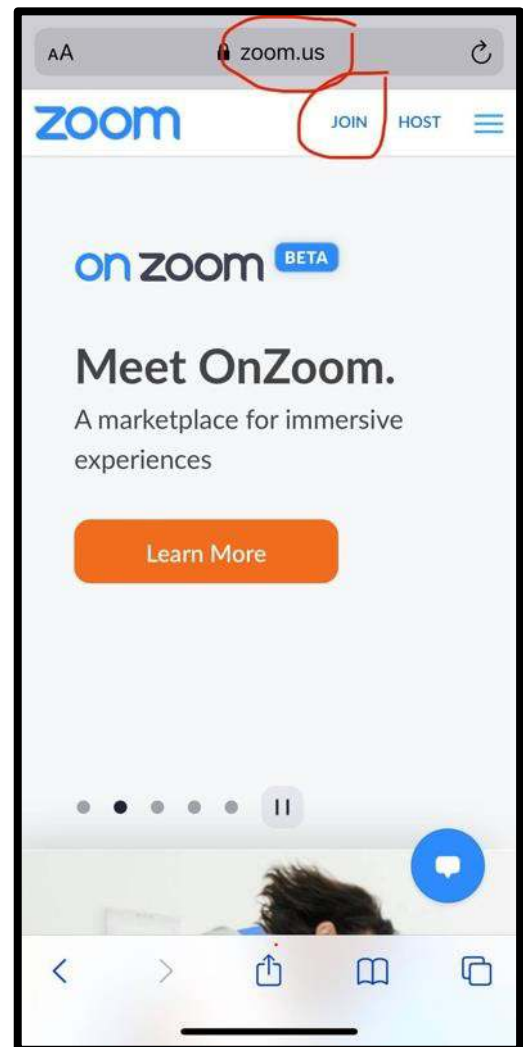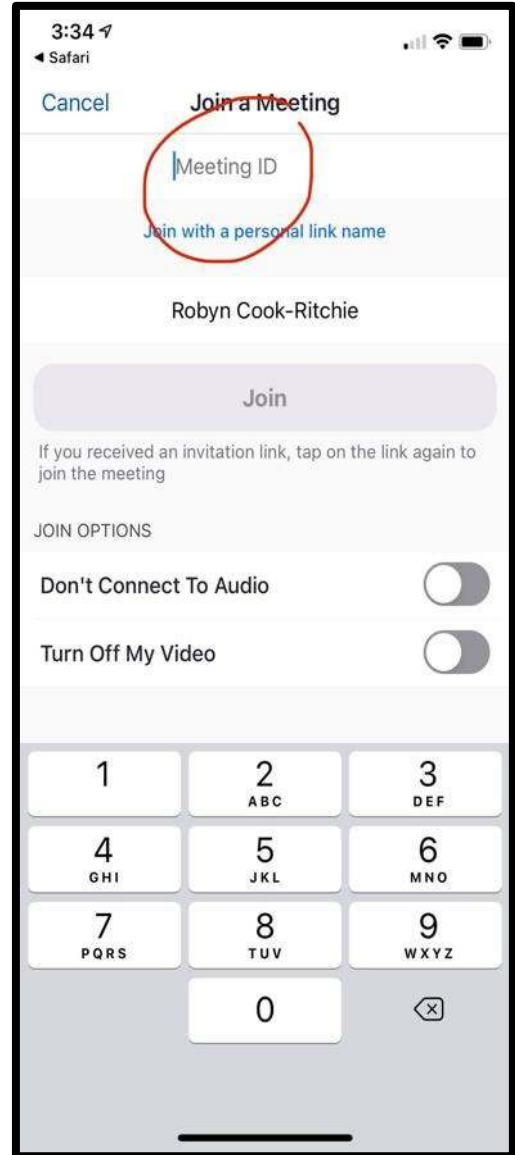
How to Join a Zoom Meeting

There are three main ways to join a Zoom meeting:

1. The Zoom host sends you a meeting link. When you click on the link, you will go into the meeting.
2. The link that the host sends you also has a Meeting ID code. You can use this code to join a meeting from Zoom's homepage.
3. You have to type the code in manually and click "join."
4. If you don't have a device or computer, you can dial into a Zoom meeting with a cell phone.

Zoom features

1. One-on-one video meetings: You can have unlimited one-on-one meetings, even with the free plan.
2. Group video meetings: The free plan allows you to have video meetings for up to 40 minutes with 3-100 participants. Paid plans allow you to have longer meetings and more participants.
3. Screen sharing: You can share your screen during meetings.
4. Recording: You can record your meetings and save the recording to your device.
5. Chat: There is a chat feature that allows you to chat with other participants during a meeting. You can send a private message to a specific participant or you can send a message to everyone in the meeting.
6. Break-out rooms: You can split people into different groups.

	Watch this video to learn how to join a Zoom meeting. Source: zoom.us	https://youtu.be/hIkCmbvAHQQ

Learn more here: https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting

DISCUSSION QUESTIONS

How can you use Zoom in a work setting?

Brainstorm ways you could use Zoom in your private life.

CHECK YOUR KNOWLEDGE

1. How long can a meeting be with a free Zoom account?

2. What are two things you can do in the chat feature?

TRY THIS/PRACTICE

Have your instructor set up a Zoom meeting and send you a link. Practice joining the meeting.

Set up your own Zoom account.

Set up a meeting and invite your instructor.

OPTIONAL: I WANT TO LEARN MORE

	Watch this video to learn how to use Zoom video controls. Source: zoom.us	https://www.youtube.com/watch?v=ygZ96J_z4AY

Bridge Adult Literacy Curriculum Framework Connection	
Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2 - Involves one text, may include unfamiliar elements) • Interpret Documents (L2 - Performs limited searches using one or two search criteria, extracts information from tables/forms) • Extract Information from Films, Broadcasts, and Presentations
Communicate Ideas and Information	• Interact with Others (L2 - Discuss) • Writes Continuous Text (L1 - Conveys simple ideas and factual information)
Use Digital Technology	• Join an online meeting

Topic: WhatsAPP and other messaging applications

When I am done this lesson, I will know:

- What the most popular messaging applications are
- What WhatsApp is
- The main features of WhatsApp
- How to set up WhatsApp on my device

Pre and Post Self-Assessment

	Pre	Pre	Post	Post
	Yes, I know this	No, I want to learn this	Yes, I know this	I still need more practice to learn this
I know what the most popular messaging applications are				
I know about WhatsApp and how to set it up on my device				

New Words and Terms

agnostic
encryption
two-factor authentication

	Application
Review	Any program, or group of programs, that is designed for the end-user. Application software (also called end-user programs) includes such things as database programs, word processors, web browsers, and spreadsheets.
	App
	The word "app" is a short form for "application."

Popular Messaging Applications

There are many popular messaging applications.

- Smartphones have a texting function built in. This is one of the simplest ways to message with others.
- Facebook has a messaging app that is built into the platform. It also has a standalone app. Both the sender and receiver need to have a Facebook account to use the messaging feature. The app also allows you to do video calls.
- Instagram has a messaging feature built in. Both the sender and the receiver need to have an Instagram account to use the messaging feature.
- Apple products (e.g., iPad, iPhone, Mac computers) have their own messaging app and video app built in. Both the sender and the receiver need to have an Apple product and an Apple ID to use the messaging and video apps.
- WhatsApp is a messaging and video app that works across platforms.

What is WhatsApp?

WhatsApp is one of the most popular free text and voice messaging apps. You can use it to send messages, make calls, and have video chats. You can also use it to send documents, photos and videos.

WhatsApp can be used on a desktop or laptop computer and on mobile devices.
WhatsApp is agnostic which means it works across all different systems and platforms. WhatsApp uses wifi or cellular data and can be used worldwide.

Both the sender and the receiver must have WhatsApp installed to communicate using the app. You stay logged into the app all the time, so you never miss a message. If you shut the app or turn off your device, messages that came in when your app was closed or your device was shutdown will be there when you reopen the app or turn your device back on.

WhatsApp has many security features:

- End-to-end encryption which means any messages that flow through the platform can only be seen by the sender and receiver
- The app doesn't store your personal information
- Only people you approve as contacts can message you
- Uses two-factor authentication

Source: https://www.digitaltrends.com/mobile/what-is-whatsapp/

How to Set up WhatsApp on Your Device

1. Download WhatsApp to your device. Once it is downloaded, click on the app to open.

2. The "Welcome to WhatsApp" screen appears. You have to agree to the Privacy Policy and Terms of Service before you can continue. Click on "Privacy Policy" to open and read the policy. Click on "Terms of Service" to read the terms of service. Click on "Agree & Continue" when you are done.

Welcome to WhatsApp

Read our Privacy Policy. Tap "Agree & Continue" to accept the Terms of Service.

Agree & Continue

from
FACEBOOK

3. Enter your phone number.

4. You will receive a code by text. Enter this code.

We have sent you an SMS with a code to the
number above.

To complete your phone number verification,
please enter the 6-digit activation code.

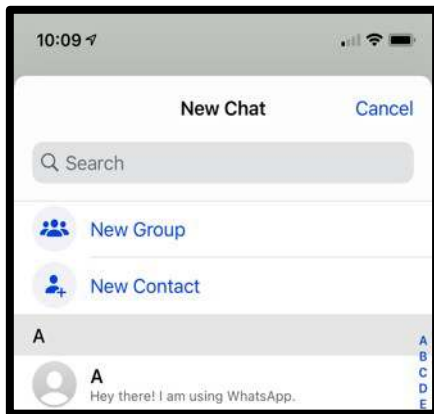_ _ _   _ _ _

Resend Code in 1:00

Call Me in 1:00
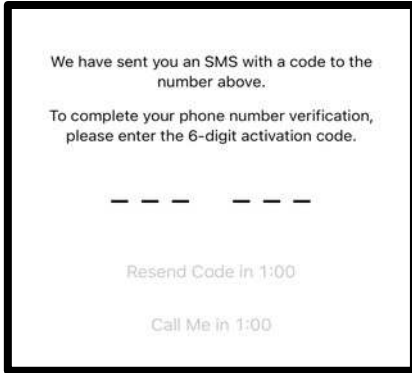
5. Set up your profile. Type your name in. You can upload a picture
by clicking "add photo."

6. This screen will pop up. Tap on the icon.

7. This screen will allow you to add groups and contacts to chat.

WhatsApp will list people in your contacts who currently use the app so you can find them quickly. You can create groups (e.g., work groups, family groups) with up to 256 participants.
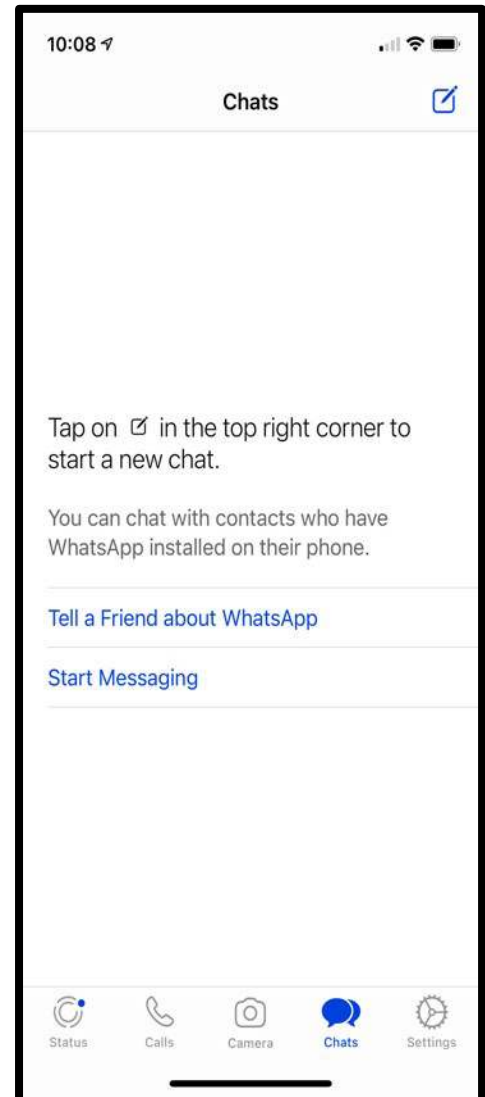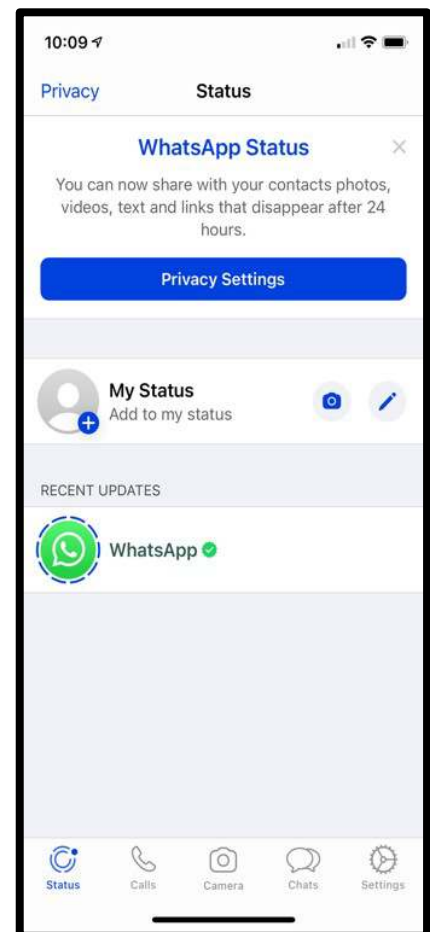
Features of WhatsApp

The features can be accessed from the bar at the bottom. There are five features:

- Status
- Calls
- Camera
- Chats
- Settings
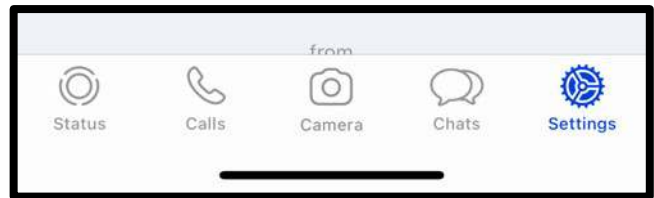
Status

Click on the status icon in the bottom bar to open this feature. Status lets you share contacts, videos and texts with all your contacts that disappear after 24 hours. Status is like "stories" on Facebook and Instagram.
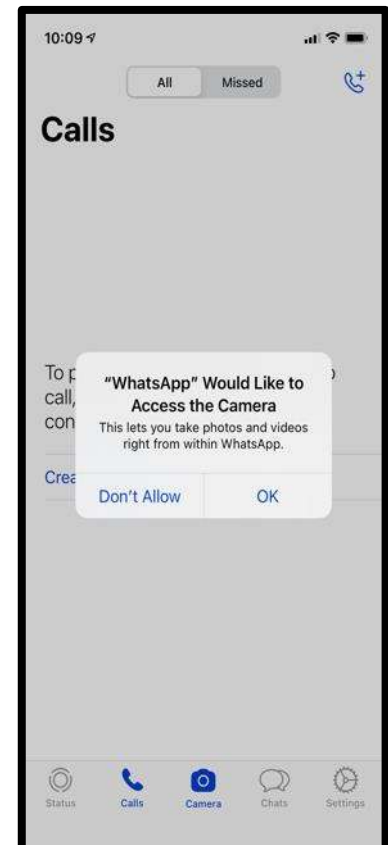
Calls

To make a call, click on the "calls" icon in the bottom bar to open this feature. To place a call, follow the instructions.

Video calls are limited to 8 participants.
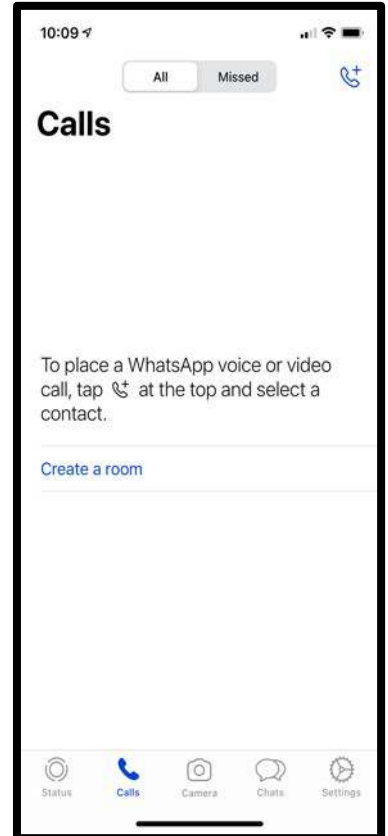
Camera

The first time you open the camera it will ask you for permission to access the camera on your device.

You will then be asked for permission to access the photos on your device.

The maximum size for a file, photo or video is 100 MB. You can access photos and videos from the camera on the device. You can also use the camera feature to shoot photos and videos from within the app.
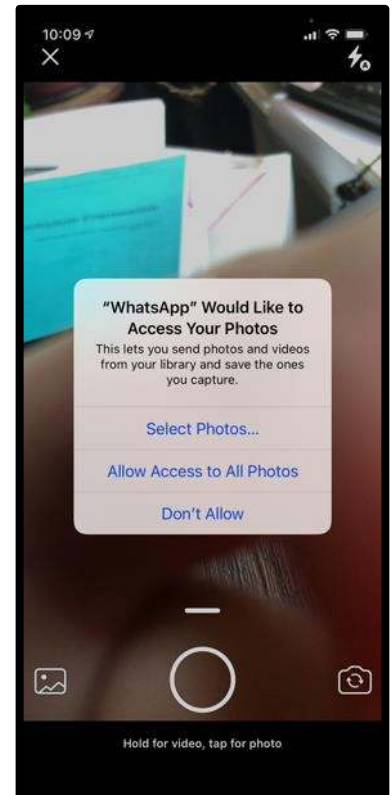
Chats

To start a chat, click on the "chats" icon in the bottom bar to open this feature. To start a chat, follow the instructions.

Your chats appear in text bubbles. They have a timestamp. You are notified when the recipient has read your text.
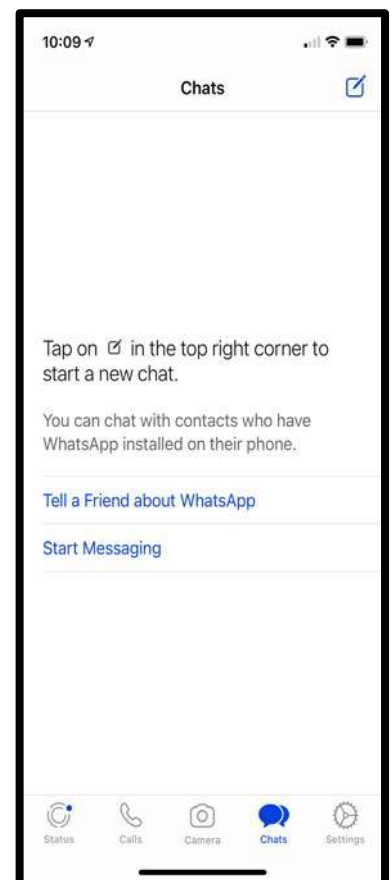
Settings

The last feature is settings. This is where you can review and change your account settings, access your chat, check how much storage you have, and access help.
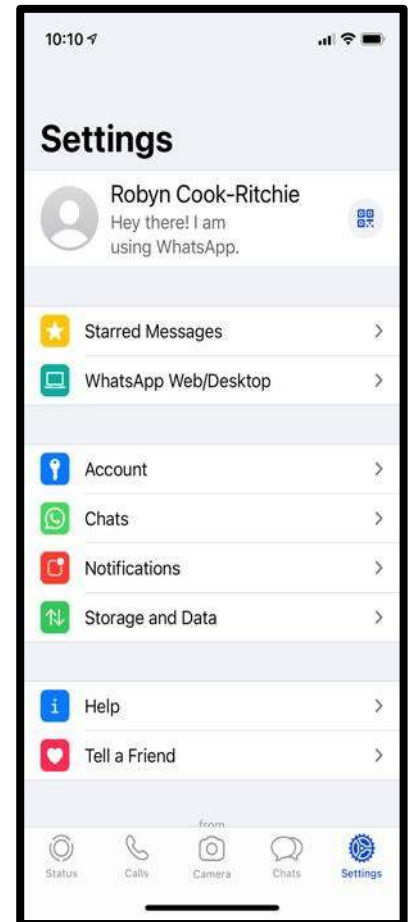
DISCUSSION QUESTIONS

What is an advantage to using WhatsApp instead of Facetime?

CHECK YOUR KNOWLEDGE

Name three different messaging platforms.

1.
2.
3.

TRY THIS/PRACTICE

Set up a WhatsApp account on your device.

Find or add one other contact and send a message.

	Watch the videos in this WhatsApp Guide playlist to become a WhatsApp expert . Source: Tech Boomers	https://www.youtube.com/playlist?list=PLk3xjyeTggSacPdub--Q4grk7rxZMqMSu

Bridge Adult Literacy Curriculum Framework Connection

Competency	Task Group(s)
Find and Use Information	• Read Continuous Text (L2 - Involves one text, may include unfamiliar elements) • Interpret Documents (L1 - Extracts information from tables/forms, begins to identify sources and evaluate information) • Extract Information from Films, Broadcasts and Presentations
Communicate Ideas and Information	• Interact with Others (L2 - Discuss) • Writes Continuous Text (L1 - Conveys simple ideas and factual information)
Use Digital Technology	• Download and set up an app on a device