



# Internet Matters



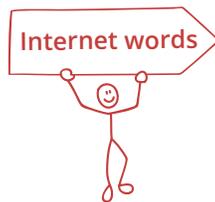


## Welcome to *ABC Internet Matters!*

People use computers and the **internet** more and more in everyday life. The internet has changed how we do things, and it will keep changing how we do things. If you want to learn how to start using the internet, this workbook is for you!

In this workbook, we'll explore some of the basics of **digital literacy**. We'll answer questions like:

- What can I do **online**?
- How can I get online?
- How can I stay safe online?



The **internet** is a network that allows computers, smartphones, and tablets all over the world to share information.

**Digital literacy** means being able to use computers, the internet, and other technologies for living, learning, and working.

Being **online** means you're connected to the internet.

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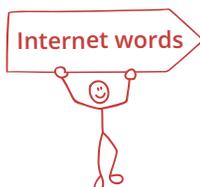
Developed with support from the Canadian Bankers Association.



## Getting started on the internet

The internet can make your life easier in many ways. Here are just some of the activities you can do online using a device like a computer, smartphone, or tablet. Which of these activities have you done before, and which ones would you like to try?

| Online activities   | ✓ I've done this | ✓ I'd like to try this |
|---|------------------|------------------------|
|  <b>Get information:</b> you can check the weather forecast online   |                  |                        |
|  <b>Shop:</b> you can buy things online and have your shopping delivered to your home  |                  |                        |
|  <b>Bank:</b> you can pay your bills and do your banking online  |                  |                        |
|  <b>Stay connected:</b> you can stay in touch with your family and friends online with email and <b>social media</b> like Facebook |                  |                        |
|  <b>Learn:</b> you can read books, watch videos, and take classes online   |                  |                        |

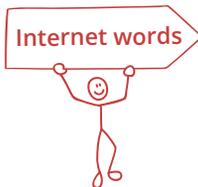


**Social media** is any online tool that lets you connect with lots of other people through messages, photos, or videos.



## What can I do online?

Once you're online you can do lots of things, like visit different **websites**. Here are a few ideas to get you started.



A **website** is a group of pages on the internet. A website is often organized around a topic or a service.



### Find information

Search engines like Google help you find answers to your questions. When you type a word or question into Google, it searches the whole internet for the information you need.



What's the weather in Vancouver?

Get there: [www.google.ca](http://www.google.ca)



### Learn new things

The internet has lots of free and easy ways to learn something new. One way to learn online is by visiting YouTube. YouTube has videos that can teach you almost anything you'd ever want to know.



How to draw a face

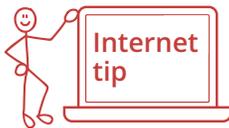
Get there: [www.youtube.ca](http://www.youtube.ca)



## Keep in touch

There are lots of ways to stay in touch with people all over the world through the internet. Here are some common tools to help you interact with people online. Which of these tools have you heard of or tried before? Which ones would you like to learn more about?

| Online tool | ✓ I know about this tool | ✓ I'd like to learn more about this tool |
|-------------|--------------------------|--|
| Email       |                          |  |
| Facebook    |                          |  |
| Skype       |                          |  |
| WhatsApp    |                          |  |
| Zoom        |                          |  |



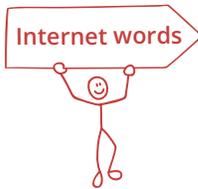
Want to learn how to use these online tools to stay in touch with friends and family? Check out ABC Life Literacy Canada's *Youth Teaching Adults* program for free lesson plans you can use on your own and to book workshops. Visit the website at [www.youthteachingadults.ca/resources](http://www.youthteachingadults.ca/resources).



## How can I get online?

To get online, you need:

- A device, like a computer, tablet, or smartphone
- **WiFi** or **ethernet** connection



**WiFi** is a way to connect your device to the internet without using wires or cables. Devices like computers, tablets, and smartphones can connect to WiFi internet. This is the symbol for WiFi:



**Ethernet** is a way to connect your device to the internet using a cable. Ethernet cables can't plug into most tablets or smartphones. Ethernet can be a good option for desktop and laptop computers.



## Meet Ayesha

Ayesha is on a fixed income and can't afford a computer or an internet plan for her smartphone. Her friends use a social media tool called Facebook to stay in touch with family and friends, and Ayesha wants to use it too. But she knows it will be expensive to access the internet, so she gives up. Then she learns that her local library has computers with internet access that anyone can use for free.

Ayesha visits the library and the librarian helps her join Facebook for free. Now Ayesha can stay in touch with friends and family all over the world!



## Think about it

How can you get online? Would you use a computer at the library? Do you have a device you could bring to the library to use the WiFi connection there? Or could you borrow a device, like a tablet, from someone you know?



## Staying safe online

Scams can happen online, just like they do in real life. Online scams can be emails or other messages asking for bank or credit card information, passwords and personal information, or money. Scam emails and messages look official and make you think they're real, when they're not.

There's good news, though! If you know how to spot and avoid scams, you'll keep your money and personal information safe online.



### How can I tell if an email is a scam?

These clues can help you tell if an email is a scam:

- Emails that ask you to send money or personal information
- Emails that threaten you with legal trouble or other problems if you don't share personal information
- Emails that tell you to claim a big prize, free money, or a free vacation
- Unexpected emails from "banks" or other businesses that look official, but ask you to share personal information or click a link to share personal information.
- "Sad stories" asking you to send money. Sometimes they even look like they're from people you know.



Want to learn more about how to protect your money and personal information online? The Canadian Bankers Association (CBA) has lots of resources to help you stay safe online. For example, they have a free seminar for senior and adult Canadians on how to spot and avoid online scams. To learn more, visit their website at [www.cba.ca/seniors](http://www.cba.ca/seniors).



## How can I avoid a scam?

Here are some tricks you should use to avoid online scams:

- ⊗ If you think an email is a scam, don't reply to it. Click on "Report as Spam" so your email server can block future emails from this address.
  - ⊗ Don't follow or click on any email links that ask you to give out personal or banking information
  - ⊗ Don't open attachments from people you don't know and trust
  - ⊗ If someone you know emails to ask for money or personal information, phone them to ask if they really sent the email
  - ⊗ Be careful with emails from people or organizations you don't know. Don't click any links or reply to the email.
- 



## Congratulations!

You've completed the *ABC Internet Matters* workbook. We hope you feel more confident going online, using the internet, and staying safe online.



Want to learn more about using the internet? Check out our website for more lessons and resources to help you practice your digital literacy! Visit [www.abcinternetmatters.ca](http://www.abcinternetmatters.ca).