



STOCKTON-SAN
JOAQUIN COUNTY

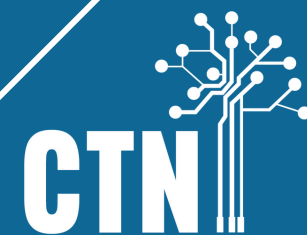
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Developed by Community Tech Network for
Stockton-San Joaquin County Public Library

Learner Booklet

Chromebook
Basic Skills Training



Course Outline

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Types of Computers



Laptop- Small, portable computer with keyboard and touchpad



Tablet- Small, portable computer with touchscreen



Smartphone- A cell phone with a built-in computer



Desktop- Non-portable computer designed for office or home work, with separate keyboard and mouse



Hardware- Parts of PC you can touch (screen, power button, mouse)



Software- Set of instructions / programs that tell hardware what to do (web browser, app)



App- Application. A small, specialized software program that you download on mobile device (Skype, Facebook)



Download- To transfer something from one place to another (internet to device)



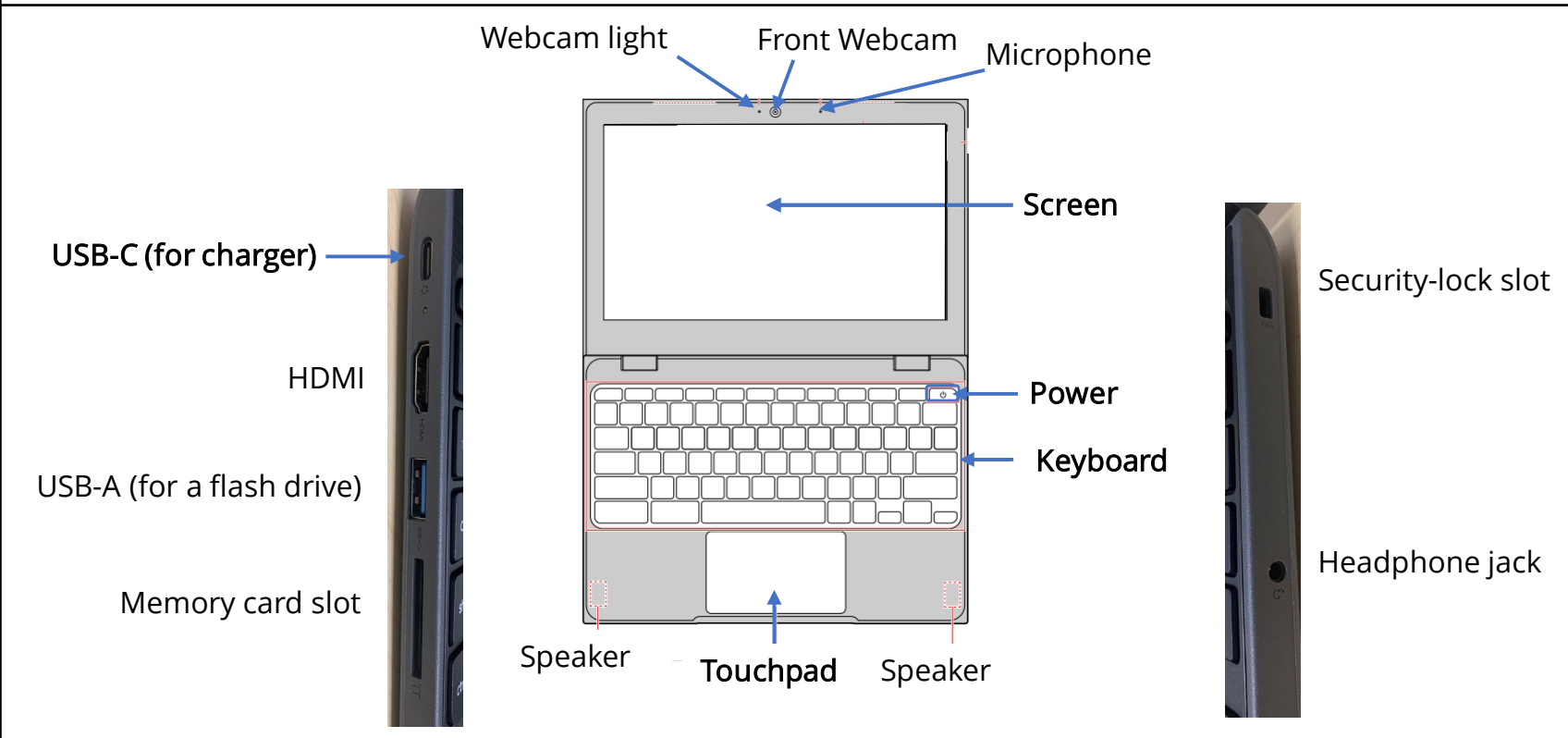
Wi-Fi- Wireless connection to the internet

Getting to Know Your Device

Lenovo 100e Chromebook 2nd Gen

A **Chromebook** is a minimalistic laptop meant to run using websites and web apps rather than software programs. They have minimal storage and rely on **cloud storage** for saving your files and documents.

Unpack your Chromebook and familiarize yourself with the parts. Note that there are jacks and slots on both left and right sides.



Using a Touchpad

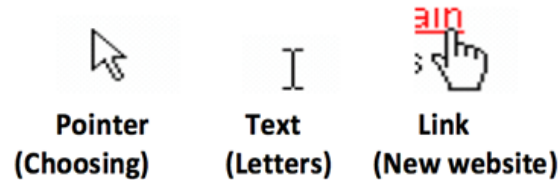
Move the cursor	Gently touch the pad with your finger and move your finger across the touchpad.
Click	Move the cursor to where you want to click, then gently touch the pad with one finger.
Right-click	Move the cursor to where you want to right-click. Touch the touchpad with two fingers. You can also press and hold Alt, then click with one finger.
Scroll	Place two fingers on the touchpad and move it up and down to scroll vertically, or left and right to scroll horizontally.
Close a tab	Point to the tab, then tap or click the touchpad with three fingers.
Open a link in a new tab	Point to the link, then tap or click the touchpad with three fingers.
Drag and drop	Click and hold the item you want to move with one finger. Using a second finger, move the item to its new spot, then release both fingers.

Cursor

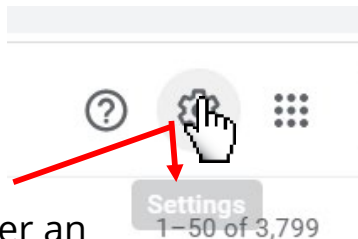
As you use the touchpad to control your pointer, you'll notice the pointer may have a different appearance at different times; this indicates the function.

CURSORS:

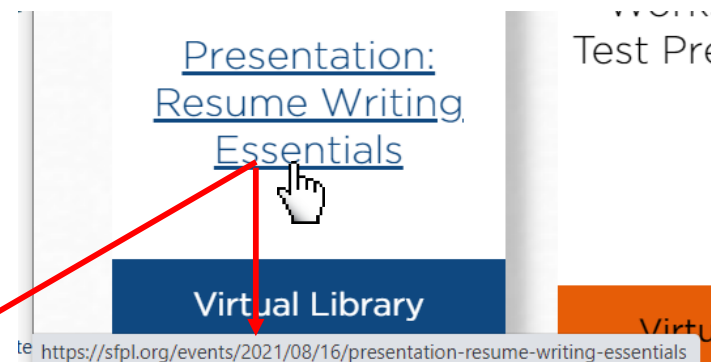
- Arrow on the screen
- Follows your mouse movement
- Different function = different shape



To find out what a button does or where a link will take you, **hover over** the button/link with your cursor. For buttons/icons, a pop-up box will indicate what the button is. For links, look in the lower left of the screen to check the web address the link leads to.



Hovering over an icon



Hovering over a link

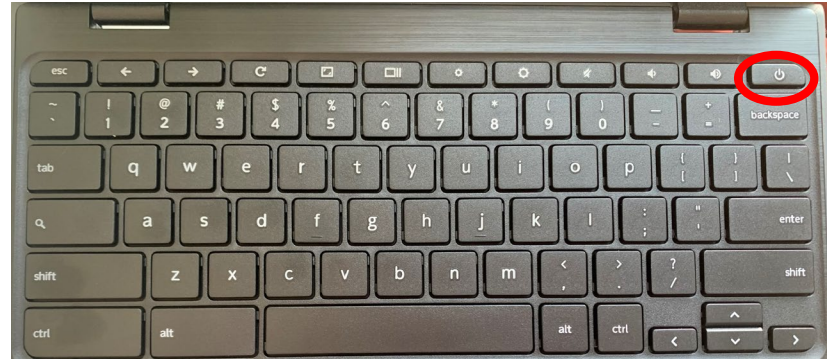
Getting to Know Your Device

Turn on your Chromebook



Find the **power button** in the top right of your keyboard. Just press it once to power on, and wait for it to light up.

To wake your Chromebook up from sleep, simply press any button on the keyboard (i.e. the space bar)

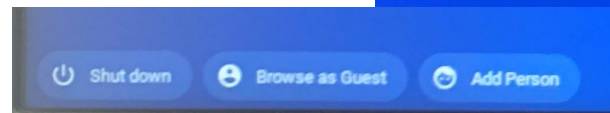
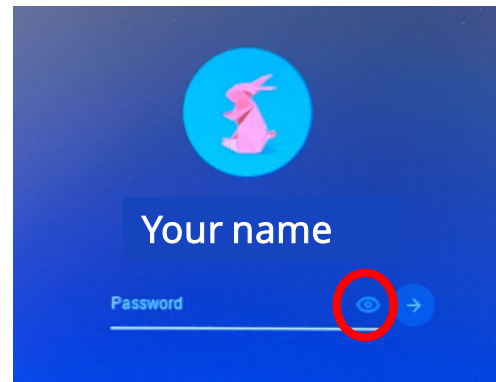


Google and Chromebook

When you first use the Chromebook, follow the steps to connect to Wi-Fi and sign in to your Google account, or create a new one if needed.

After the initial sign-in, your log-in screen will just require your Google password. Type it in and press the Enter key.

Browse as guest gives you limited access



Click the eye to show password

Chromebook Home Screen

After signing in, you'll arrive at the home screen/ desktop.

Cursor

Notifications

Home Screen/Desktop

Launcher


Taskbar
Shows pinned and open apps

Status tray
Opens common settings and functions (Wi-Fi, Bluetooth, power off, volume, brightness)

Notification Shade:
Clear all
Completing setup
Installed 3 out of 4 applications
Download Manager ^
Clock
CANCEL
Sign out, Power, Lock, Settings, Wi-Fi, Bluetooth, Notifications, Night Light, Volume, Brightness
Wed, Apr 27 Battery full

Status Tray

Turn off your Chromebook



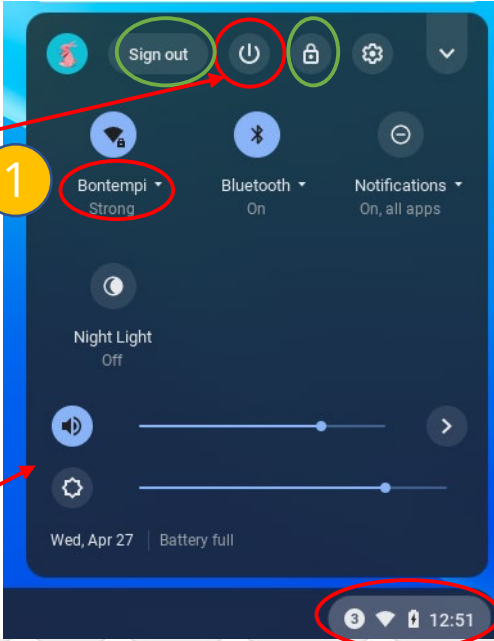
Click on the status tray, then click the power icon.

OR simply close your Chromebook to put it to sleep. Next time you want to use it, simply open your Chromebook.

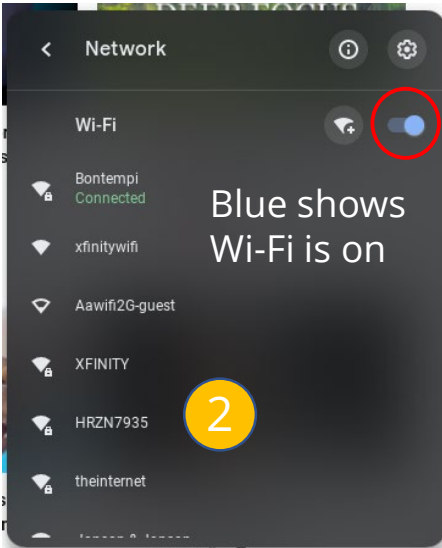
The status tray also has volume and brightness controls

Wi-Fi connection

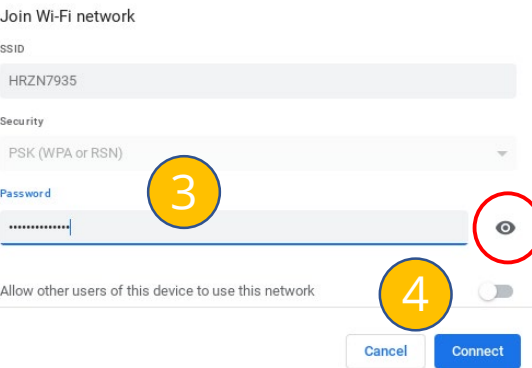
1. Click Wi-Fi in the status bar
2. Click on your Wi-Fi name
3. Enter the password
4. Click Connect



You can also **sign out** or **lock** (return to login screen)



Blue shows Wi-Fi is on

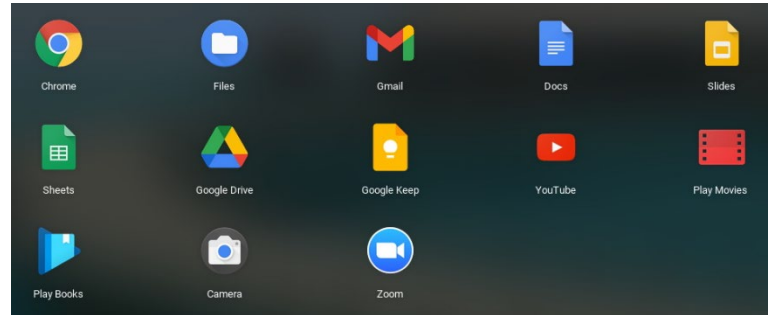


Click the eye to see your password

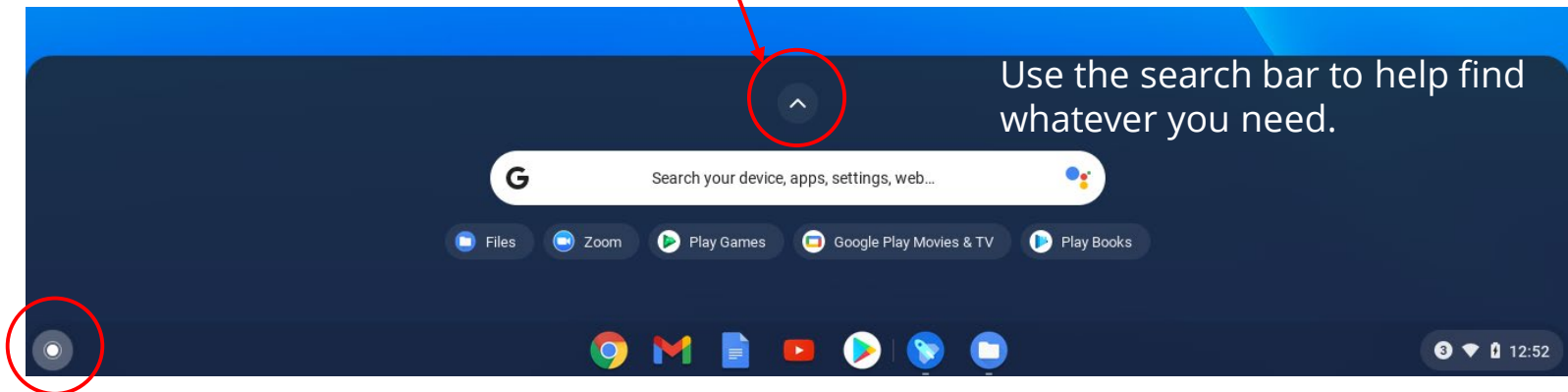
Launcher & Apps

Click on the **launcher** in the bottom left to view all your Chromebook's apps.

Click the arrow to see the full list of apps; just click on one to open it



Use the search bar to help find whatever you need.



Launcher You can click on any of the icons in the launchpad to open the app

The white line under an icon indicates you have an open window

To search the web, we'll use the web browser **Google Chrome**.



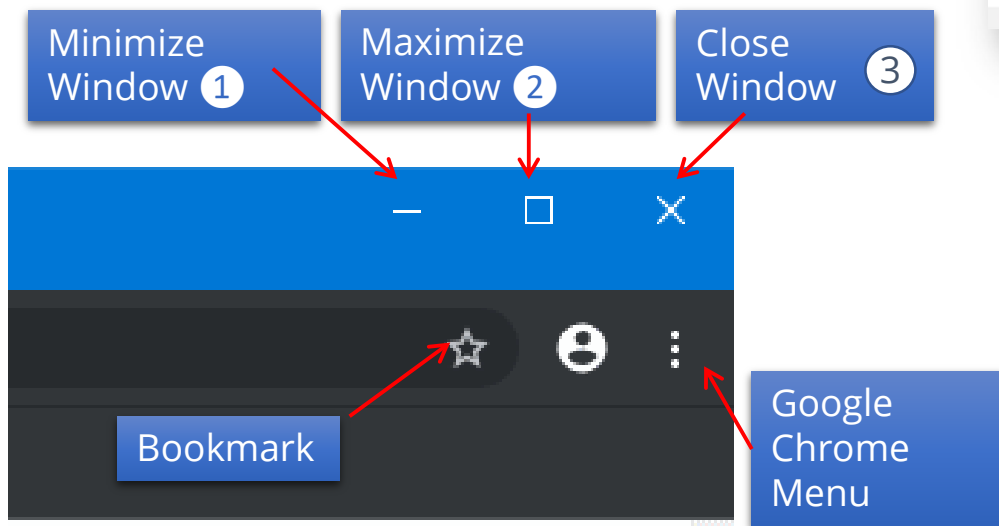
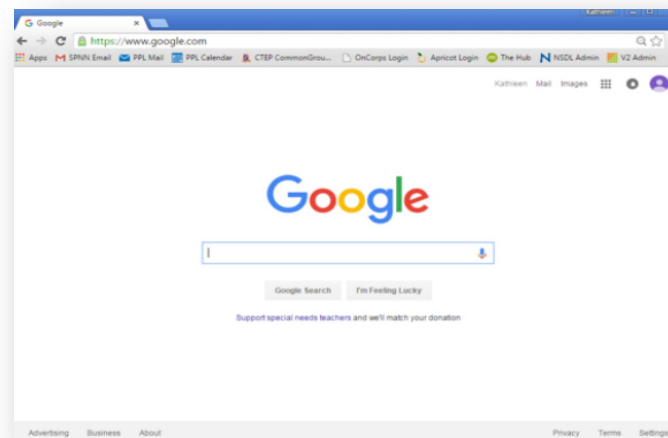
Managing Windows

When you open Chrome, a new window will open up. A **window** is a frame in which you can see a program/website/page, etc.



When a window is open but not full screen, you can click and drag on the top of the window to move it. You can also change the size of the window by dragging any edge.

In the top right corner of the window, there are several icons for managing the window.

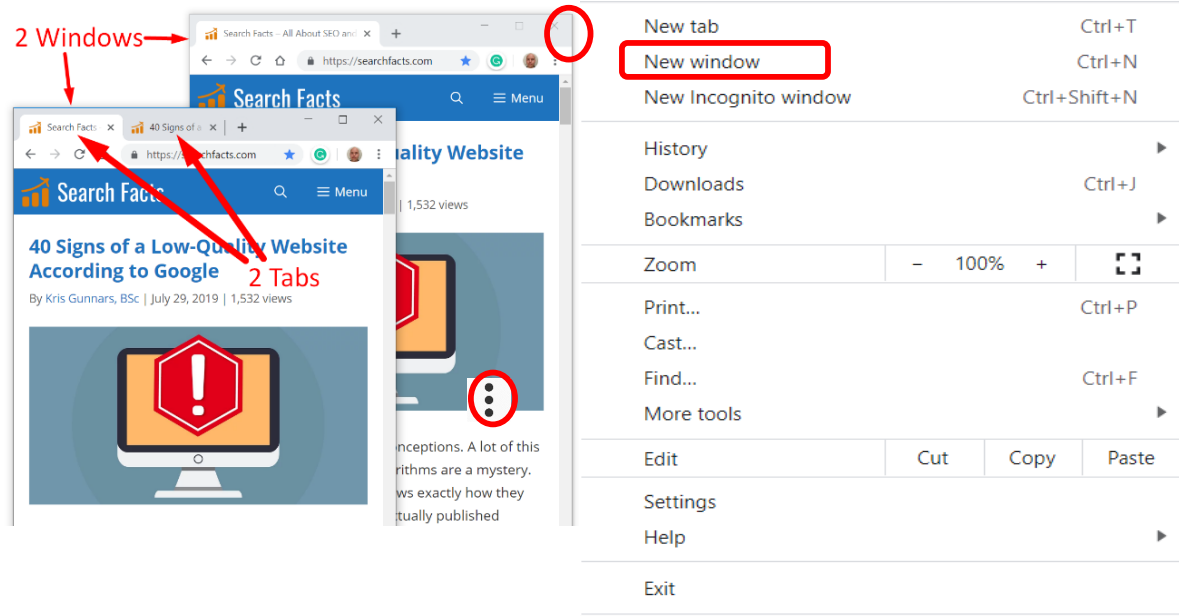


1. **MINIMIZE:** Shrinks window, stores it in the taskbar, does NOT close the program
2. **MAXIMIZE:** Increase window size to full page
3. **CLOSE:** Fully closes the window

Tabs & Windows

Windows are separate frames. You can have two or more windows open at the same time, and you can arrange them side by side. To open a new Chrome window, tap the menu button in the top right, and select **New Window**.

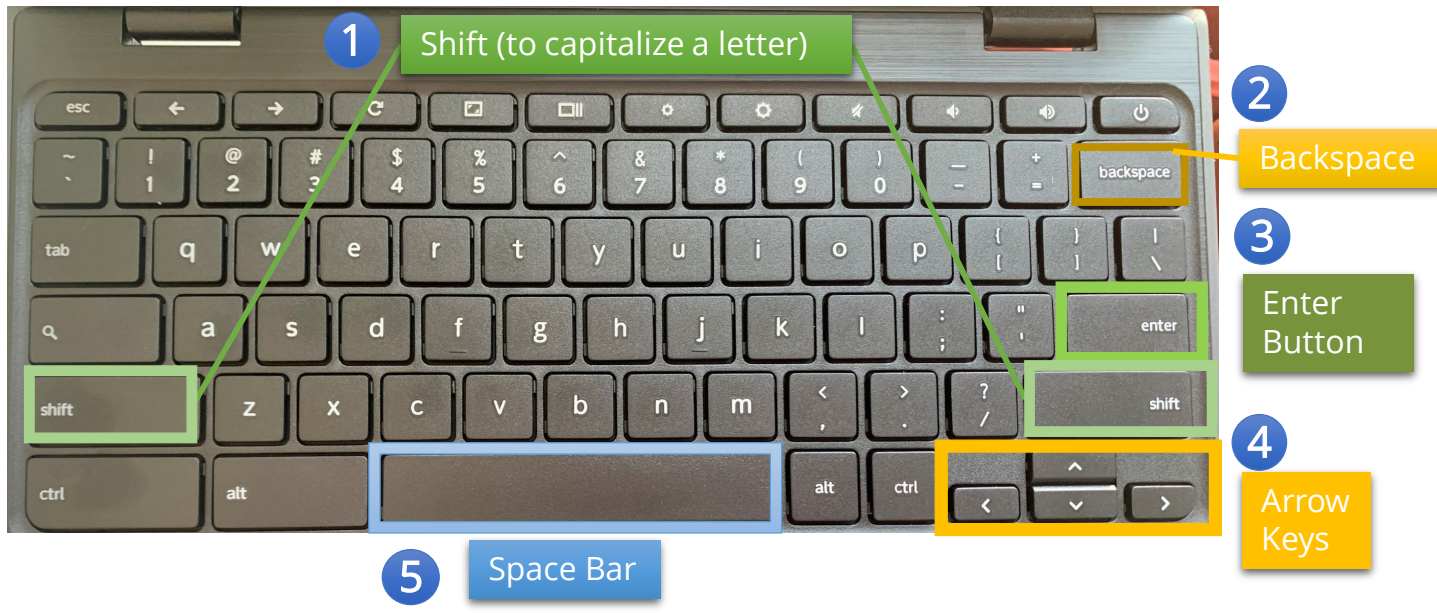
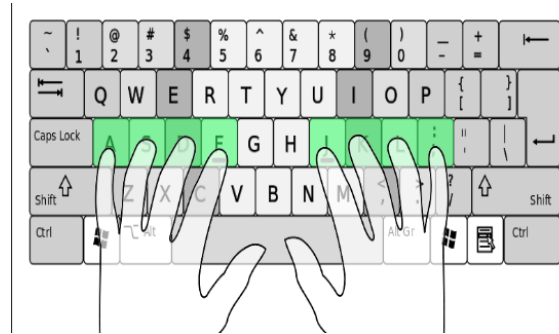
Tabs are within windows. You can click to switch between tabs, or click the X to close a particular tab. To open a new tab, click the + sign.



Practice opening two Chrome Windows and position them next to each other. In each window, practice opening and closing tabs. Then, practice minimizing windows, maximizing them, and closing them fully.

Keyboard

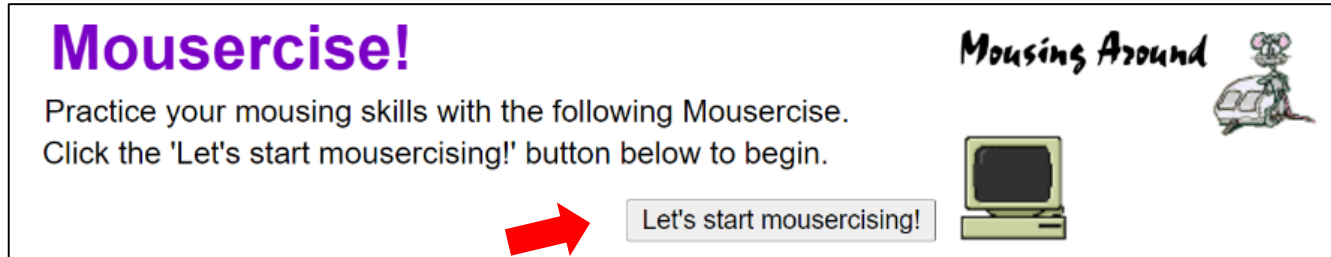
The correct hand position for typing is shown here. Use the small raised bars on the F and J keys to help your hands find the position quickly.



Practice


Practice using the touchpad:


<http://www.pbclibrary.org/mousing/mouserercise.htm>



Mouserercise!

Practice your mousing skills with the following Mouserercise. Click the 'Let's start mouseriscing!' button below to begin.

Mousing Around 



A red arrow points to the 'Let's start mouseriscing!' button.

Take a 1-minute typing test! See how well you did. If you aren't satisfied with your score, try some of the lessons for beginners!

<https://www.typing.com/typingtest>



typing.com Teachers Schools & Districts Curriculum Students ▾

- Typing Lessons
- Typing Test
- Typing Games
- Digital Literacy

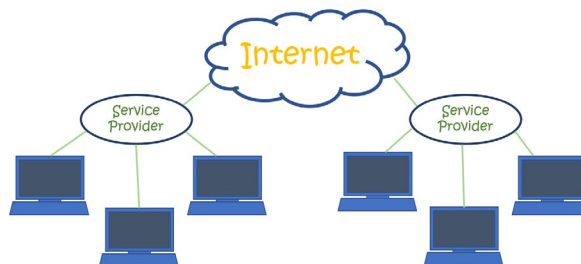
Teaching the Foundations of Technology

Two red arrows point from the 'Typing Lessons' and 'Typing Test' menu items towards the text box on the right.

The average typing speed is **41 WPM** (words per minute) with 92 % accuracy

Searching on the Internet

The Internet is a **global network** of billions of computers and other electronic devices, connected by **physical cables to servers**, which store websites. We access the Internet with the help of **Internet Service Providers (ISPs)**, such as Comcast, AT&T, Cable One, etc. The **World Wide Web (www)** is the vast collection of info that can be accessed on the Internet.

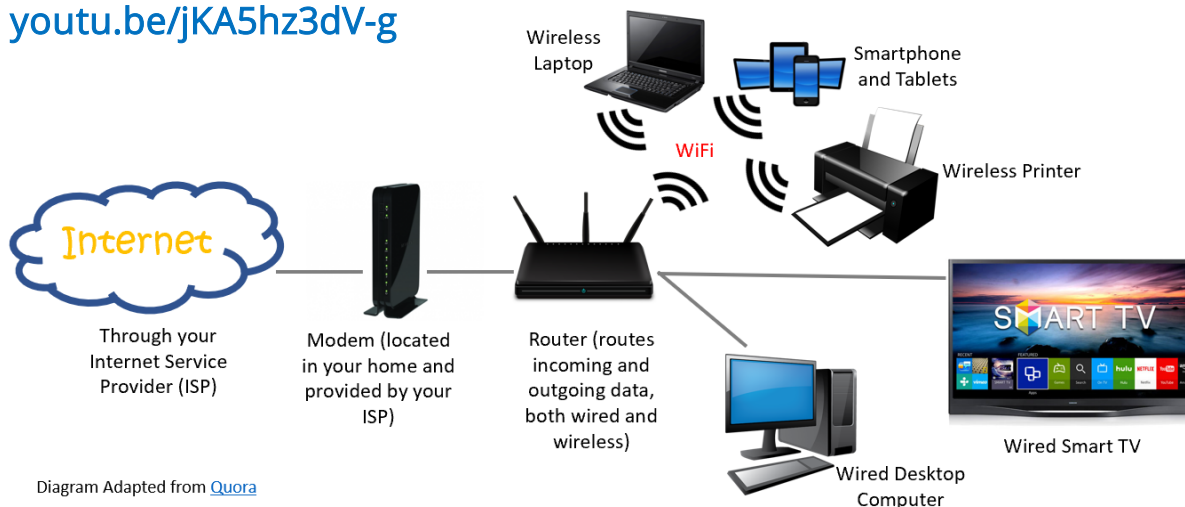


youtu.be/Dxcc6ycZ73M

When you connect your device to the Internet (go online), you can access a huge amount of information, communicate with people around the world, and much more.

For a great description of where the Internet came from how the Internet works: open Chrome and type this in the search bar.

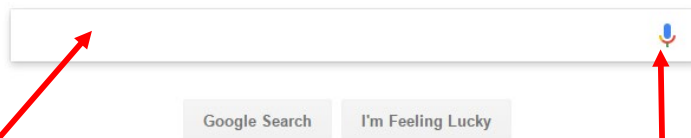
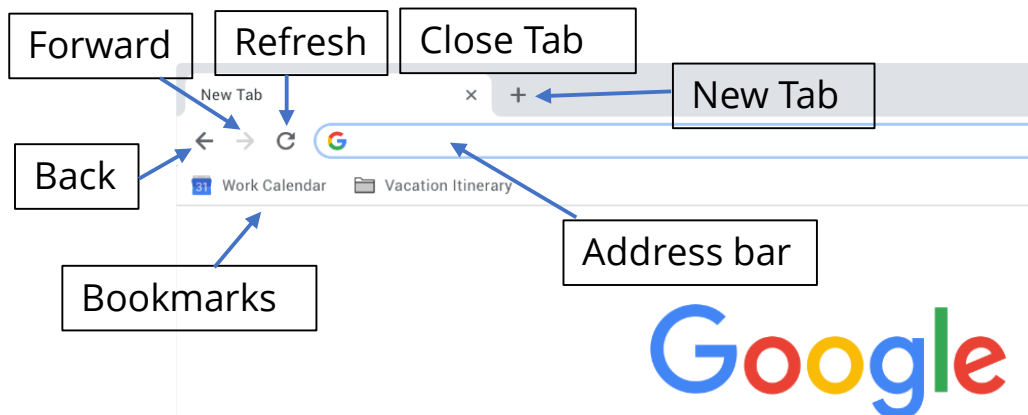
youtu.be/jKA5hz3dV-g



Chrome Browser

Search for information using the Google search bar

Open the Chrome browser to start searching on Google.



Method 1: Search by typing

- Click in the Google search bar
- Type the name of your favorite dish, and the word "recipe", e.g. [roast beef recipe](#)
- Hit the Enter key to start the search
- Click one of the links to open up a website

Method 2: Search by voice

- Tap on the microphone on the Google search bar
- When you see the words "Speak Now" on the screen, say the name of your favorite dish, and the word "recipe", e.g. [roast beef recipe](#)
- Click one of the links to open up a website

Search Results

After entering a search, take a look at the results. They may include, photos, videos, articles, etc., depending on what you looked up.

These are **search filters**. Click on one to narrow your search (i.e., to see only video results). Note that each result shows the **website name** and **title of the page**, as well as a preview of what's included in the content. Click on any link to go to that webpage. Occasionally, you will see ads at the top.

The screenshot shows a Google search for "roast beef recipe". The search bar contains the text "roast beef recipe". Below the search bar, a red box highlights the search filters: "All", "Videos", "Images", "Shopping", "News", and "More". Below the filters, it says "About 207,000,000 results (0.68 seconds)".

Under the "Recipes" section, there are three recipe cards:

- Perfect Roast Beef** (Delish.com): 4.6 stars (28 reviews), 3 hr 10 min. Ingredients: Round roast, olive oil, garlic, fresh rosemary, black pepper.
- Roast Beef** (Simply Recipes): 4.6 stars (202 reviews), 4 hr 35 min. Ingredients: Boneless rump roast, red wine, gravy, olive oil, garlic.
- How to make the Perfect Roast Beef in the Oven** (CopyKat Recipes): 5.0 stars (8 reviews), 1 hr 30 min. Ingredients: Ribeye roast, black pepper.

Below the recipe cards is a "Show more" button. At the bottom of the page, there is an advertisement for Amazon.com with the text "Ad · http://www.amazon.com/". Below the ad is the text "Amazon.com Official Site | Fast Free Deliv" and "Earth's biggest selection of books, electronics, apparel & mo".



Tips & Tricks for Google

- Be as specific as you can when searching by using more than one key word. For example, to find a plumber in your local area, type in plumber and the name of your hometown.
- Try not to write full sentences or questions when you are searching; just use key words. You can also use common abbreviations
 - Example: instead of “How many ounces are in a pound?”, you can write “oz in lb”
- No need to capitalize or punctuate. Minor spelling mistakes also don’t matter; Google will understand what you mean
- If you’re looking for a simple answer to a question, you may not need to go to a website at all; it may appear right away in the search results.

Practice!

Use Google to find:

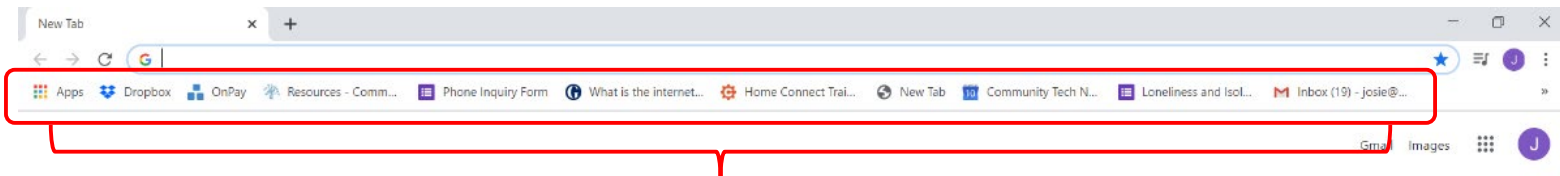
- Current time in London _____
- Your height in centimeters _____
- 60 °F in Celsius _____
- Time of sunrise tomorrow _____
- Date of Thanksgiving next year _____
- A photo of your favorite animal (do an image search) _____

Bookmarks

You may want to use **bookmarks** to save your favorite websites.

You'll be able to easily return to bookmarked pages, without entering the URL or doing a Google search.

Your bookmarks will appear directly under the address bar in your browser. Simply click on one to go to the website.

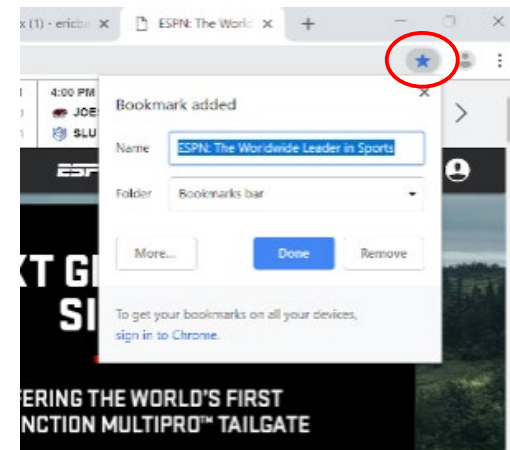


Your bookmarks

To create a bookmark:

- Go to the website
- On right side of address bar, click the **star**
- Write the name (or leave as is)
- Click **Done**

*If you're on a page that's already bookmarked, the star will be blue.



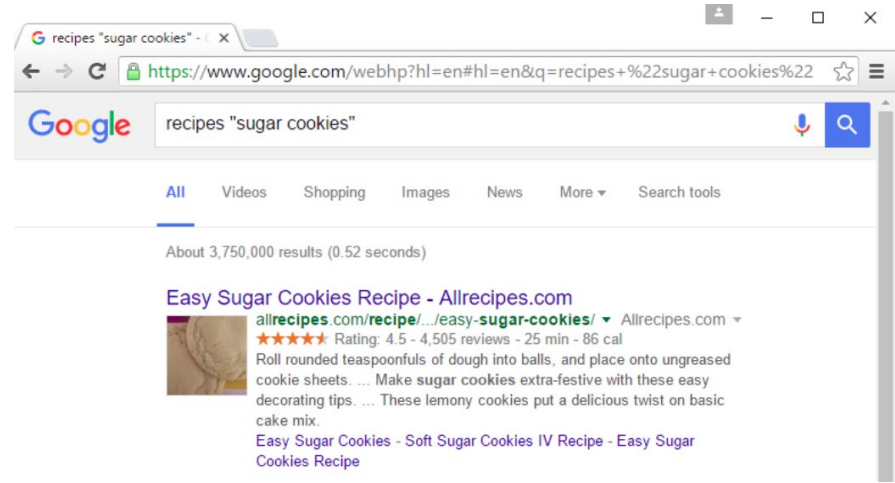
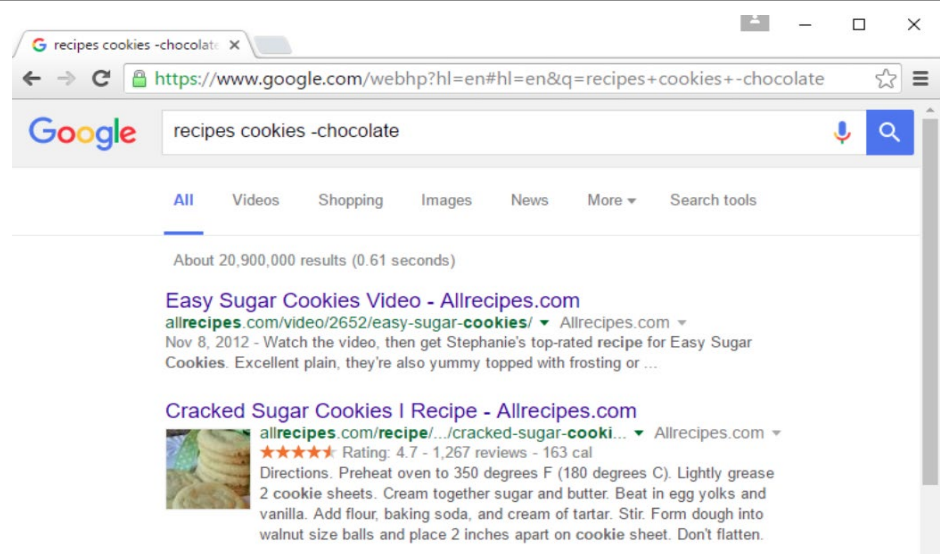
(Optional) Refining your search

You can use some special characters to help refine your search such as the minus sign.

For example, you want to find cookie recipes that don't include chocolate, you could search for **cookie recipes -chocolate**.

You can also search for exact words or phrases to narrow down your results even more. All you need to do is place quotation marks (" ") around the desired search terms. For example, if you search for recipes "sugar cookies", your search results will only include recipes for sugar cookies, instead of any cookies that happen to use sugar as an ingredient.

Source: <https://edu.gcfglobal.org/>



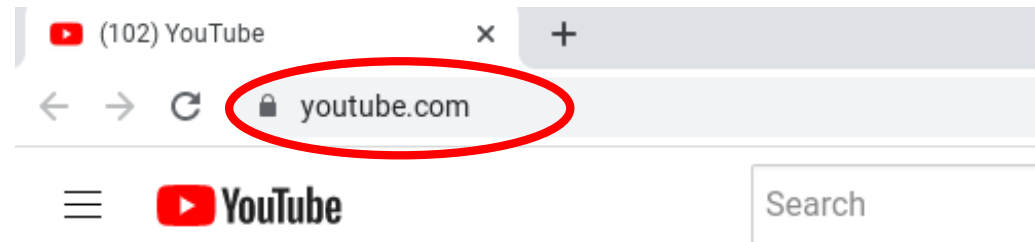
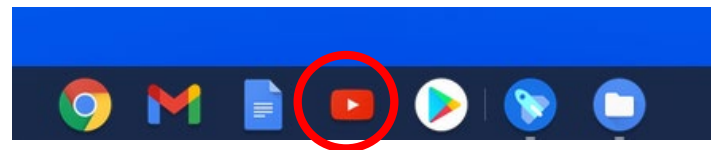
YouTube

YouTube is a video-sharing platform where users can listen to their favorite songs or watch any videos of their choosing.



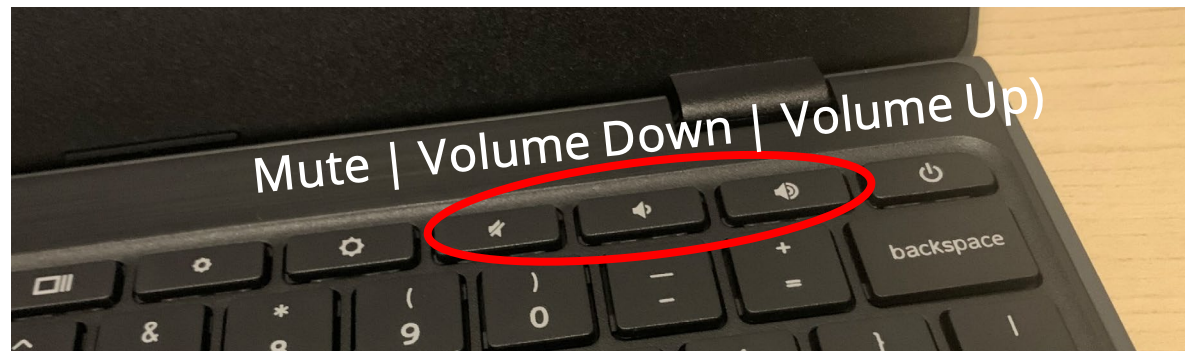
Practice using YouTube

In the task bar, click on the YouTube icon, OR enter **youtube.com** in the Chrome address bar



Important!

To adjust the volume of your video, use the volume buttons on the top row of your keyboard



YouTube

The YouTube home page shows recommended videos. You can click on any of these videos to begin watching right away. To search for something specific, click the search bar at the top.

Type or click the microphone to use your voice

The screenshot shows the YouTube homepage in a browser window. The search bar at the top is highlighted with a red box, and a red arrow points to the microphone icon next to it. The page displays a grid of recommended videos, including 'Til debt do us part', 'The funniest animals / Fun with cats and dogs 2022 / ...', 'Everything happens for a reason' -- and other lies I v...', 'Relaxing Music 24/7 | Beautiful Nature to Calm...', 'Mr. Perfectly Fine (Taylor's Version) (Fro...', 'SUBSCRIBE ❤️👍🔥 Minecraft Shorts | Minecraft Epic...', 'Golden Retriever Meets Puppies for the First Time', and 'What makes you special? | Mariana Atencio | ...'. The left sidebar shows navigation options like Home, Explore, Shorts, Subscriptions, Library, History, Watch later, and Liked videos. The bottom of the page shows subscription lists for TED, Funny Pet Videos, Alice In Chains, and Senior Vitality.

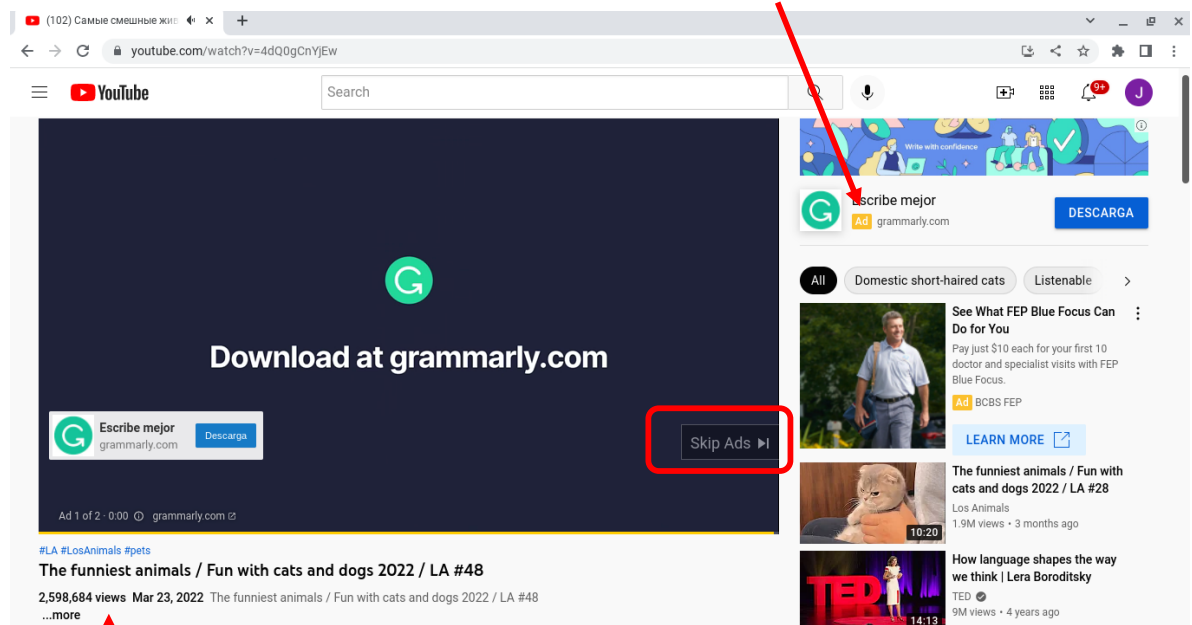
YouTube ads

Skipping ads on YouTube videos

YouTube is free, but many videos come with ads. Sometimes you must watch them, or you may have to wait 5 - 10 seconds before being given the option to skip.

The **Skip Ads** button is located on the lower right-hand side of the video.

Avoid clicking on the ads



Name of the video

Related videos are shown on the right side.

YouTube video controls

Move your cursor over the video to see the video controls

Watching your video in full screen

There are 2 options:

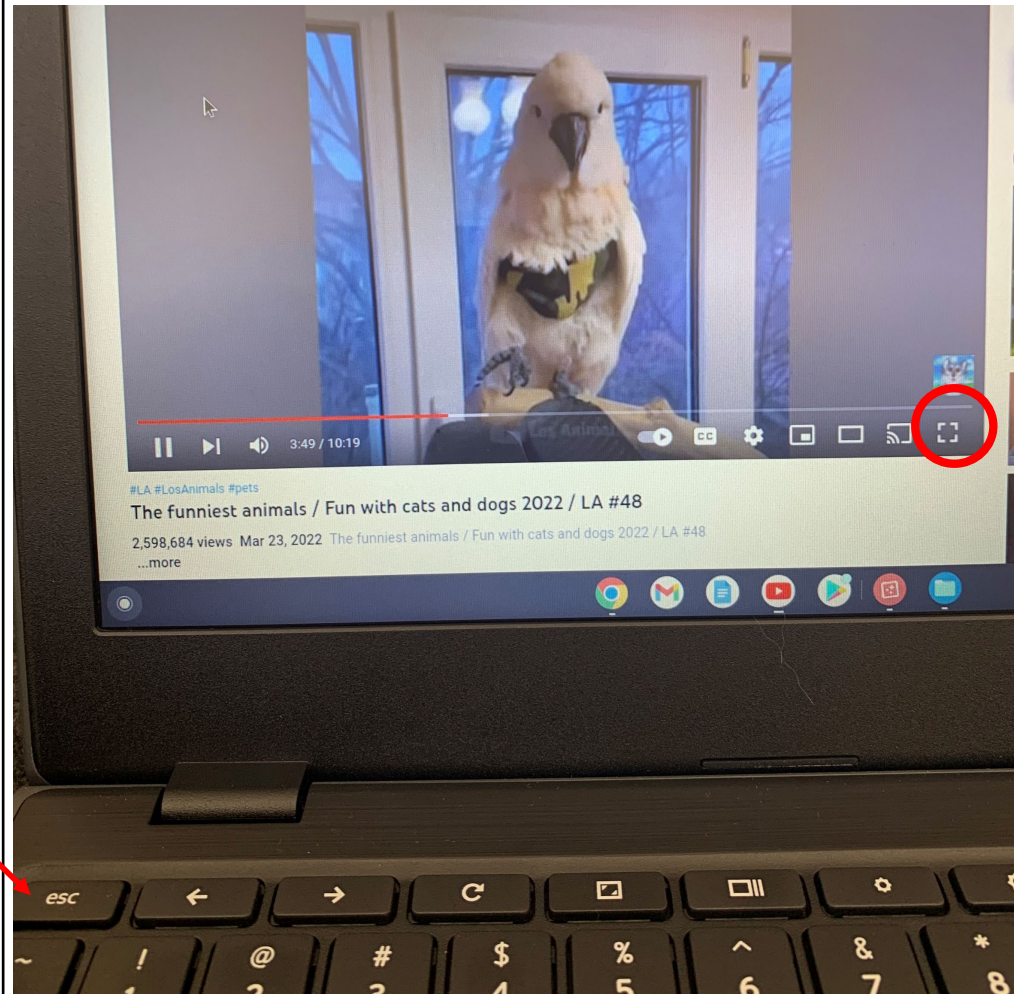
1. Leave the video small and have access to the comments and other recommended videos
2. Watch your video in full screen

To watch in full screen, click the **Full Screen** button



To exit full screen, tap the Shrink button or press the escape (**esc**) key on your keyboard.

To **pause/play** the video, you can press the space bar on your keyboard



YouTube video controls

Reminder: Just move your cursor over the video to see the video controls



Pause

Skip to next video

Shows your place in the video

Auto-play

Closed captioning

Settings

Miniplayer

Theater mode

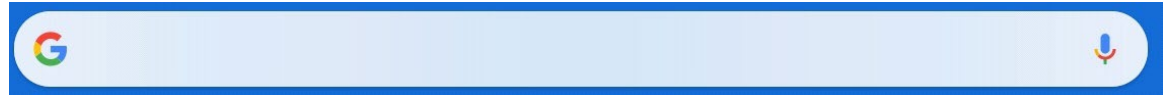
Full screen

Play on TV

HOMEWORK 🧑🏻

Before the next
class:

Google search a
website for
seniors!



Examples:

Love To Know for Seniors seniors.lovetoknow.com

Suddenly Senior suddenlysenior.com

What did you find?

Introduction to Email

What is email?

Email, or electronic mail, allows you to send messages from your computer to a recipient(s) via the Internet. Emails can include text, files, images, or other attachments. It's a quick, easy and free way to communicate!



To use it, you must have an **email address** with an **email service**.

Email address

Each email address is unique and consists of 3 main parts:

- Username
- @ ("at")
- Domain name

What does an email address look like?

- [username@provider.com](#)
- [username@communitytechnetwork.org](#)
- [username@gmail.com](#)
- [username@harvard.edu](#)
- [username@yahoo.com](#)

domain name

How does it differ from a website address (URL)?

- [www.facebook.com](#)
- [www.communitytechnetwork.org](#)
- [www.state.gov](#)

Using Gmail

Let's open Gmail. Find the app on your task bar and tap, or type **gmail.com** in Chrome.



Since you are signed in, you'll see your inbox of emails. Emails are shown in chronological order, with the most recent emails on top.

Unread messages appear in **bold**. To view an email, just click on it.

You can also **select** an email(s) by checking the box or **star** it.

You can **search** for a particular email by typing a keyword or email address

Sender name	Email subject	Date received
SFVote, (REG)	Your Voter Registration is Incomplete - Action Required - *P...	Feb 13
Apple	Your purchases from Apple. - Your Apple ID was used to pur...	Feb 13
Maya from Lemonade	Congrats! Here is your new policy - Your new policy is here... ..	Feb 13

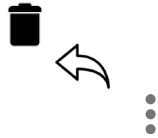
Reading Emails

After clicking on and reading an email, there are several options. If you do nothing, the email will simply stay in your inbox.

Click the trash can to **delete** the email.

To **reply** to an email, click the arrow.

Click the **menu** button for more options.



Email subject → Your Voter Registration is Incomplete – Action Required

Sender name → SFVote, (REG) <sfvote@sfgov.org>

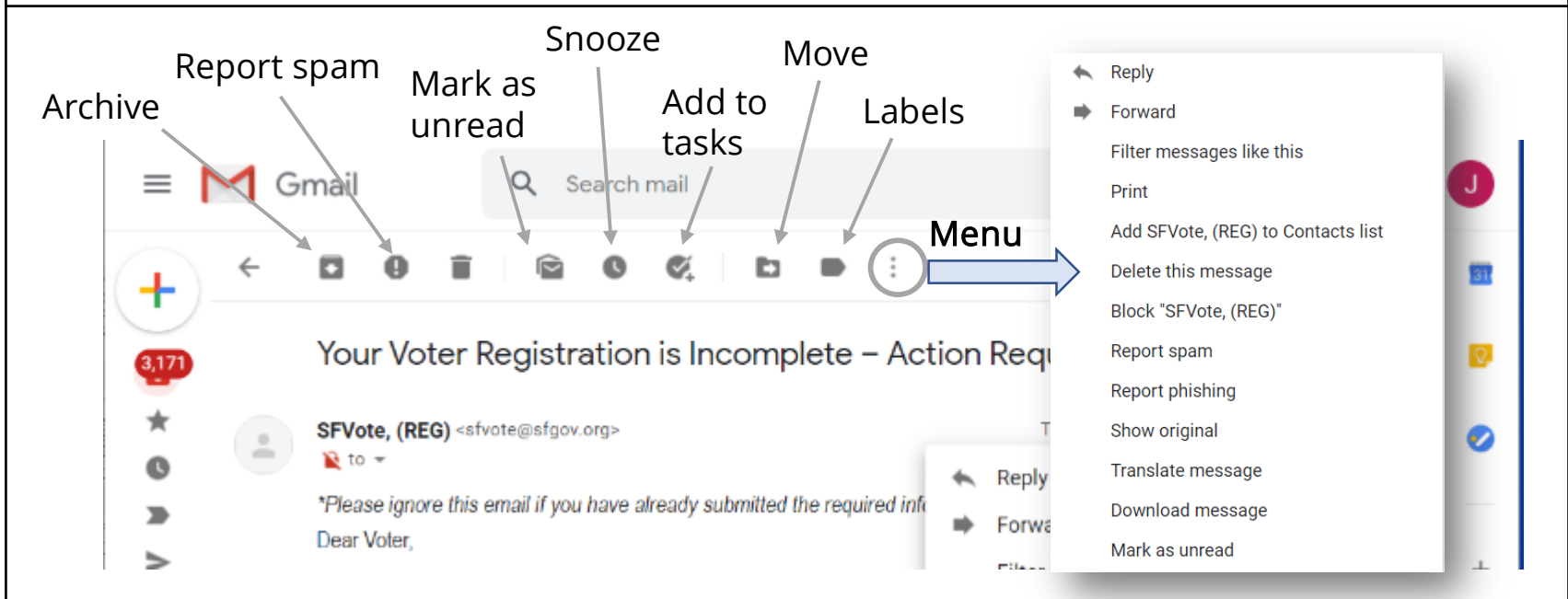
Date received → Thu, Feb 13, 5:00 PM

Reply- send a response

Forward- Send an email you received to another person

Beyond the Basics

- **Archive** removes an email from your inbox and stores it in the “All Mail” folder.
- **Report spam** will let Gmail know that a spam email made it to your inbox. This will help strengthen Gmail’s spam filter and prevent you getting similar emails in your inbox.
- **Mark as Unread** will make an email bold in your inbox, as though you haven’t opened it yet.
- **Snooze** an email to temporarily remove it from your inbox until later.
- **Add to tasks** uses your Google Calendar.
- **Move to another folder** to organize your emails.
- **Add label** will leave an email in your inbox but add a label to it.



Gmail Folders

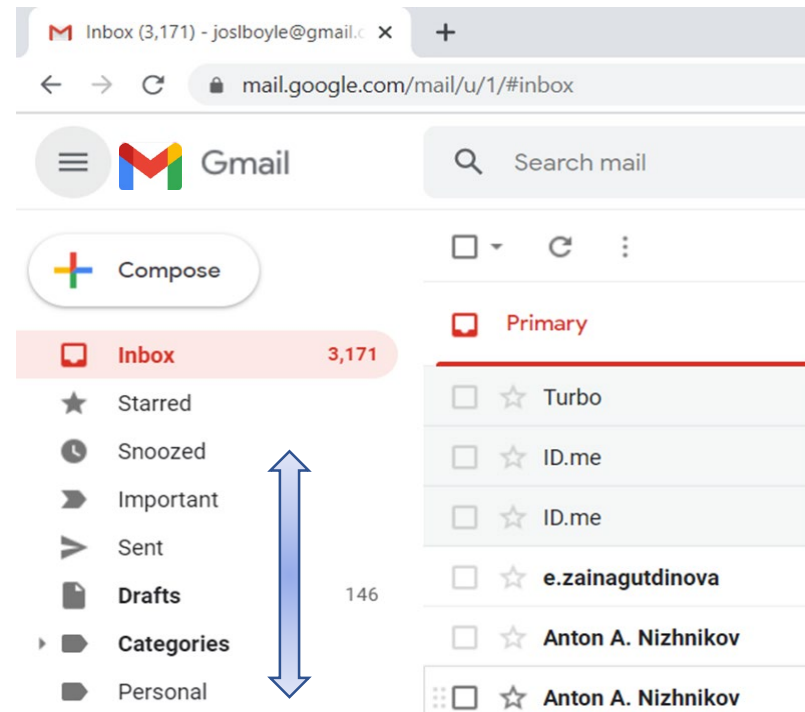
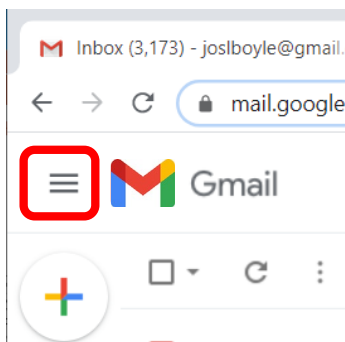
All your emails are marked with labels.

If you're expecting an email and it never arrives in your inbox, check your **Spam** folder.

If you start composing an email but don't send it, it will save automatically in your **Drafts** folder.


If the menu is hidden, click the three lines to open it and see your options. To look at the emails in a category, just click on one.

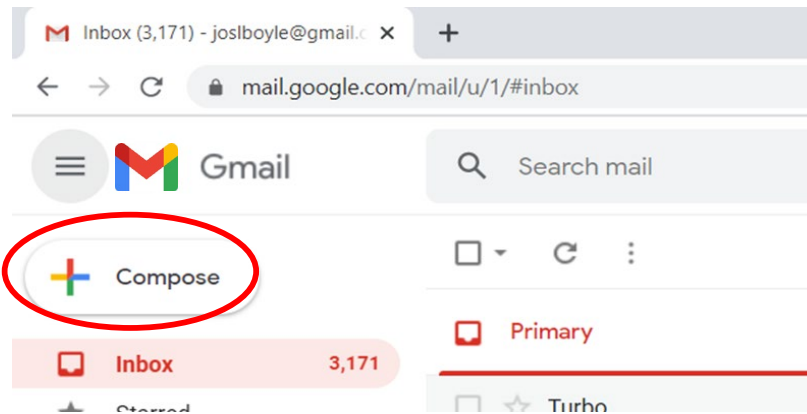
You can use these labels to help **organize** your mail and more easily **find** what you need.



Compose an Email

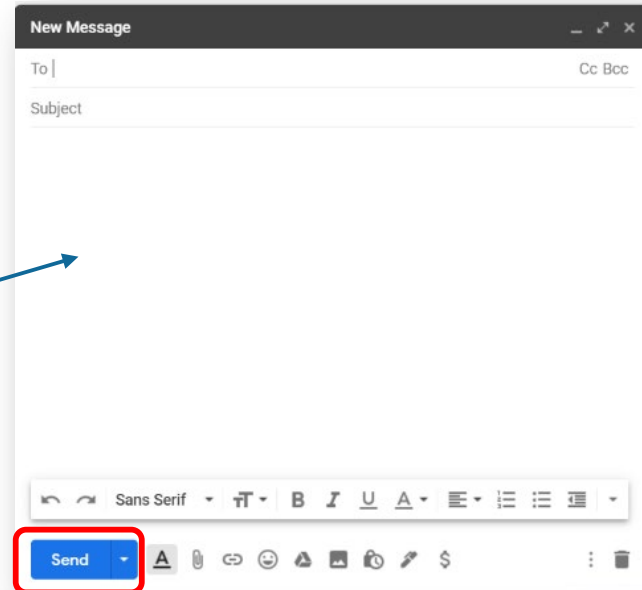
To write a new email:

- Click on “Compose” or the plus 



Emails are a more **formal** type of communication than texting and social media. Unless it's a casual email to a friend/family member, use complete sentences, capitalization, punctuation, and proper spelling and grammar.

- A New Message window will appear
- **To:** Type the recipient's email address
- **Subject:** Type a short subject
- Type your message here
- Click **Send**



*There are several formatting options at the bottom.

Compose: Advanced

Emails can be sent to multiple addresses by simply typing in all addresses in the **To** field. Or, click on Cc/Bcc to add additional email addresses.

Cc- Carbon copy/courtesy copy (for those you aren't writing to directly, but to keep in the loop)

Bcc- Blind carbon copy (other recipients will not see that the email was sent to them)

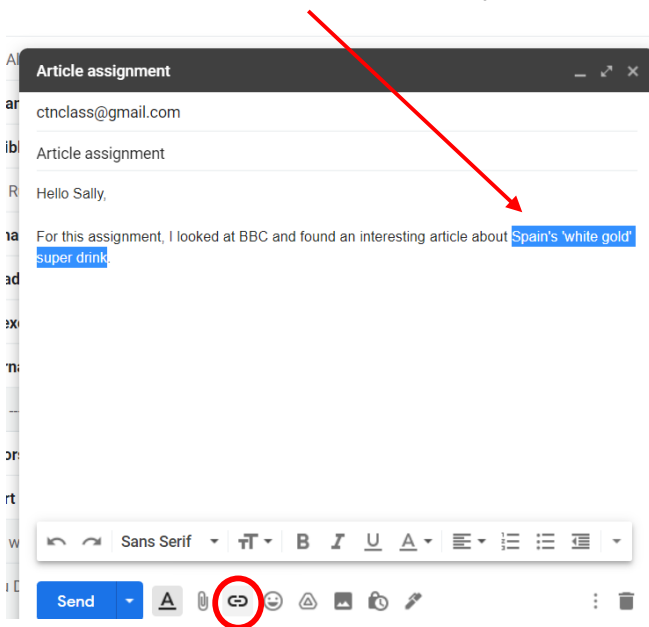
Click the arrow in the send button for the option to schedule send.

The screenshot shows a 'New Message' window with the following annotations:

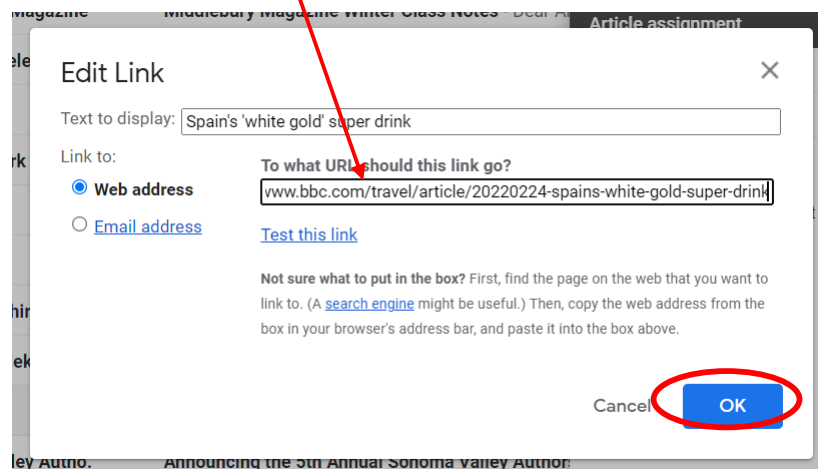
- Cc Bcc:** A red circle highlights the 'Cc Bcc' link in the top right corner of the 'To' field.
- Undo & Redo typing:** A red arrow points to the undo and redo icons in the formatting toolbar.
- Formatting tools:** A red box highlights the entire formatting toolbar, which includes options for font face (Sans Serif), size, bold, italic, underline, text color, background color, bulleted list, numbered list, and link.
- Attach a file:** A red arrow points to the paperclip icon.
- Create hyperlink:** A red arrow points to the chain-link icon.
- Insert emoji:** A red arrow points to the smiley face icon.
- Insert photo:** A red arrow points to the camera icon.
- Delete draft:** A red arrow points to the trash can icon in the bottom right corner.

Copy / Paste

- To copy text, highlight it (click on one side, hold and drag the cursor to select the text), then use the shortcut **CTRL+C**
- Then, go to where you want to paste, click and use the shortcut **CTRL+V**
- You can also highlight the text and **right click** for a menu
- **To copy a link**, go the website you want to share, click in the address bar, make sure the entire address is highlighted, and press CTRL+C
- Then, in Gmail, you can embed the link in your email. First, type your email. Highlight the text you want the link attached to, and click the link icon at the bottom.



Click here and press CTRL+P to paste the link, then click OK

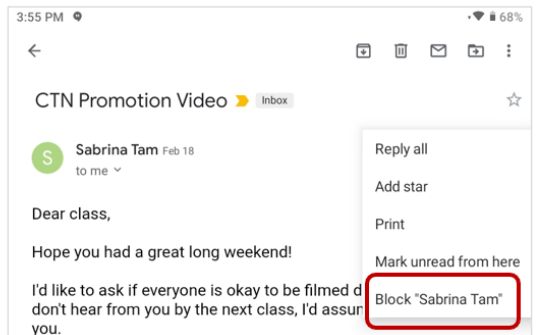
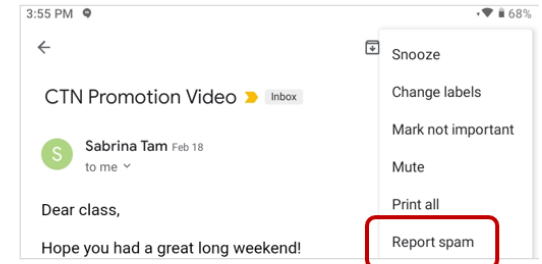
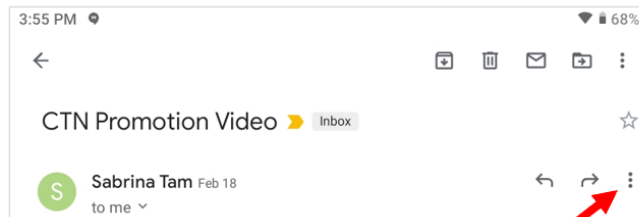
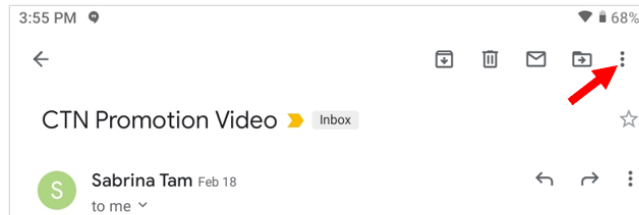


Email Safety

Spam: Junk mail; unsolicited advertising.

What do you do if you believe you have received a spam email?

- Just delete the email, and/or
- Report the email as **Spam** or **Block** the sender



Email Safety

Phishing:

Certain emails pretend to be from a bank or trusted source in order to steal your personal information.

Red Flags:

- Unfamiliar email address
- Errors in email address
- Sense of urgency
- Bogus/mismatched URL links
- Requests for login info
- Spelling/grammar errors
- Generic greeting
- Lack of details
- Links to insecure websites
- Attached document

FROM security@realbankname.com

TO me

SUBJECT Verify your account NOW

REAL BANK NAME
CUSTOMER SECURITY TEAM

Dear Customer,

We have notice unusual activities on you're account. Please click on the link below to verify your account details.

WARNING: Verify immediately or your account will be **suspended within 24 hours.**

VERIFY MY ACCOUNT
<https://account.realbank.com.au>
<http://account.realbank1234.com>

verify-helper.exe (64 KB)

ALWAYS check the 'from' email address, and be aware that even this can be spoofed.

Scammers will make every attempt to make the email look legit. If in doubt, check with the organisation directly.

May contain spelling mistakes and poor grammar.

Scammers may feign a sense of urgency or make threats to trick you in to action.

ALWAYS check links in emails are real before clicking on them. Hover on desktops or 'tap and hold' on mobile devices.

NEVER open or download anything unless you are 100% sure they are from a safe source, especially if they are an .EXE file.

Adapted from scamwatch.gov.au

Phishing

If you receive an email from your bank or another institution asking you to log in, change your password, enter your card info, etc., always call to confirm or visit the website to log in to your account- NOT through the link but through your browser.



Scammers can create look-alike websites and links in order to steal your info.

Tips: Don't click on links in email or on social media from banks, credit card companies, government agencies, or other organizations, unless you're 100% certain they are legitimate.

Avoid clicking on links or downloading attachments in unsolicited email, as there is a chance they could link to sites designed to scam people or infect computers with malicious software.

From NETFLIX
Subject: Invoice Failed - Account Blocked
To: [REDACTED]

Re : [New Received] Important : You received this mandatory email service announcement to update you about important changes to your account (30 June 2018)

  Apple Support <noreply-6532102@console-veriy-ids-app.com>
Sat 6/30, 11:13 AM
secure@appleid.com

↩ Reply | ▾


Dears Customer,

We're having some trouble with your current billing information. We'll try again, but in the meantime you may want to update your **MASTERCARD** in your payment details.

[UPDATE ACCOUNT NOW](#)

We're here to help if you need it. Visit the [Help Center](#) for more info or [contact us](#).

Your friends at Netflix

 ID#654201.pdf
108 KB

Download Save to OneDrive - Personal

Hello Customers,

We detect your account has violated Apple's policy .Please check your account for furtherverification. Open the attachment (PDF) Before24 hours After we send out this message.

Thank you,
Apple Support

HOMEWORK 🧐

- Practice emailing your instructor or a friend/family member
- Take a phishing quiz to test your skills!

Advanced: Use Google to find an interesting news article. In another tab, compose an email.

- For the subject, write “Article assignment”
- Include a greeting and a short summary of the article and why you chose it.
- Embed the article link in the email.
- Copy an interesting quote from the article and paste it into your email. Italicize the quote
- Sign the email and send it to your instructor

Intermediate / Advanced Users: Take the phishing quiz at phishingquiz.withgoogle.com

QUESTION 1

Bothered by Bogus Banking Banter?

You receive an email from your bank informing you that it suspects an unauthorized transaction on your account. To protect your account, the email advises you to click on a link to verify your identity. Should you do so?

Read each answer below and circle the correct one

No way — the whole thing sounds ‘phishy’! If you’re concerned about your account, contact your bank directly using a phone number or Web address you know is genuine.

Yes. If someone is using your bank account, you don’t have a second to lose. Immediately click on the link to verify your identity.

Yes — but first you should make sure the message looks like it’s legitimate.

QUESTION 2

Attack of the Pop-ups?

You're surfing the Web when you see a pop-up message from your Internet Service Provider (ISP) saying that it needs you to click on a link to verify or update your account information. Should you comply?

Read each of the answers below and circle the correct one

It sounds like a reasonable request, so click on the link to see what type of information they need from you, and follow the instructions.

Just say no. Legitimate companies, including ISPs, never ask for this information via pop-up ads or email.

Reply immediately. If you don't cooperate, you could run the risk of losing all your email messages, and possibly even being permanently disconnected from the Internet.

QUESTION 3

So You Swallowed the Bait ... Now What?

Despite all your precautions, let's say you suspect that you've been 'phished' — and provided personal or financial information to someone masquerading as your ISP, bank, online payment service, or even a government agency. What should you do?

Read each answer below and circle the correct one

Not to worry. Because you gave your information in good faith, there's no way doing so could cause any harm.

Contact your local marine sports licensing board to see whether the company has a valid phishing license.

First, file a complaint at ftc.gov. Then, since phishing victims can also become victims of identity theft, visit the FTC's Identity Theft website for more information, at www.consumer.gov/idtheft.

QUESTION 4

Is it Safe?

Let's say you work for an organization with an excellent information technology (IT) office. Your network administrator sends you an email warning of a security breach and asking you to confirm your password by entering it into a secure website. What should you do?

Read each answer below
and circle the correct one

Don't share your password or any other personal information. Report the incident by calling your IT office, or by emailing them at an address you know to be genuine.

Don't enter your password on the website. Instead, send your reply by email to the sender.

Immediately enter your password on the website. You can always trust emails from your own organization.

QUESTION 5

A Shocking Statement?

OnGuard Online suggests several ways to avoid getting hooked by a phishing scam, including reviewing credit card and bank account statements as soon as you receive them. How can this help you avoid being scammed?

Read each answer below
and circle the correct one

It's a quick way to make sure you're solvent. If you have money in the bank, or credit, you're still a player!

By reviewing your statements for unauthorized charges, you can know quickly whether someone has started using your account. If this happens, you can alert authorities and stop the problem before more damage occurs.

It's not that it helps directly, but it will give you something to do while waiting to see if the scammers have drained your account.

Online Safety

What is online safety?

Also referred to as “Internet safety” or “cybersecurity”

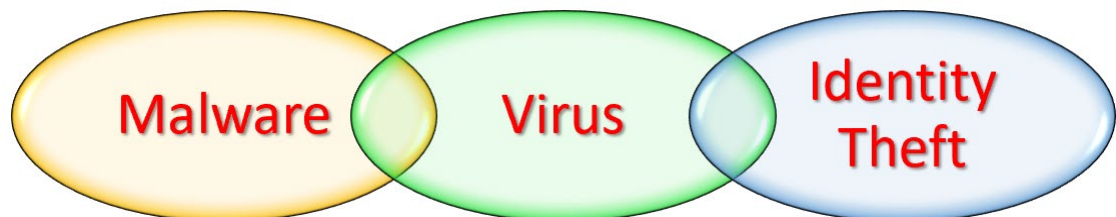
The knowledge of maximizing the user’s personal safety against any security risks to private information, while using the Internet



Having proper online safety leads to self-protection against computer crimes



Threats to online safety



Identity Theft

What is identity theft?

The act of someone stealing your personal information and using it for themselves, without your knowledge or permission.



Source: its.ucsc.edu/news/identity-theft.html


What do thieves do with your information?


Once identity thieves have your personal information, they can

- drain your bank account
- run up charges on your credit cards
- open new utility accounts
- get medical treatment on your health insurance
- file a tax refund in your name and get your refund, etc.

Source:

<https://www.identitytheft.gov/>

<p>Clues that someone has stolen your information</p>	<ul style="list-style-type: none"> • You see withdrawals from your bank account that you can't explain. • You find unfamiliar accounts or charges on your credit report. • Medical providers bill you for services you didn't use. • Your health plan rejects your legitimate medical claim because the records show you've reached your benefits limit. • The IRS notifies you that more than one tax return was filed in your name, or that you have income from an employer you don't work for. • You get notice that your information was compromised by a data breach at a company where you do business or have an account.
<p>Keeping your personal information secure online</p> <p>What should you do when your information is lost or exposed?</p> <p>See Appendix 1</p>	<p>Avoid using public Wi-Fi network (café, library) for sensitive (financial) transactions such as online banking or online shopping</p> <p>Be alert to impersonators -- Make sure you know who is getting your personal or financial information. Don't give out personal information on the phone, through the mail or over the Internet unless you've initiated the contact or know who you're dealing with.</p> <p>Encrypt your data -- Use SECURE websites - Look for HTTPS & the lock.  Unless you are on a SECURE website, do not send or receive private information</p> <p>Don't overshare on social media -- If you post too much information about yourself, an identity thief can find information about your life, use it to answer 'challenge' questions on your accounts, and get access to your money and personal information. Consider limiting access to your networking page to a small group of people.</p> <p>Safely dispose of personal information -- Before you dispose of a computer, get rid of all the personal information it stores.</p>


Malware and Virus	
<p>What is malware?</p> <p>Any piece of software that was written with the intent of performing malicious deeds</p>	<div style="text-align: center;">  </div> <p>Software consists of code developed by cyber-attackers with the purpose of causing damage to data, a system, or to gain access to a network</p>
<p>How could a virus or malware infect your device?</p>	<ul style="list-style-type: none"> • Downloading from websites that have either deliberately or accidentally been infected by one or more viruses • Downloading apps which are infected • Connecting your device to a computer that is infected, for example in order to sync, and load music
<p>Ways to avoid viruses and malware:</p>	<ul style="list-style-type: none"> • Only download apps that you trust • Only download from websites that you trust • Do some research online before downloading, check their ratings/scores • Do not download apps or things from websites on public Wi-Fi • Always think before downloading!

Malware and Virus

What is downloading?

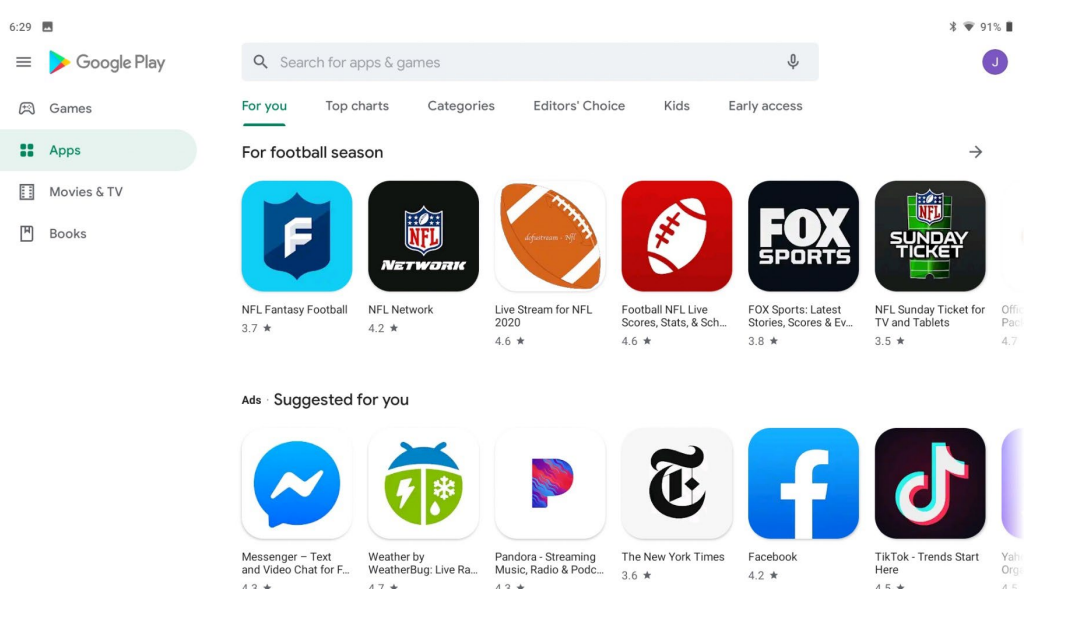
To download is to transfer a file or program from one place to another (like from the Internet to your computer device such as your phone, your tablet, or your laptop)

Google Play Store



The Google Play Store allows you to install Android apps on your Chromebook. Look for it in the task bar!

You can find all your favorite apps, movies, books, music, games, and more!



It allows you to download other apps through a secure system. All the apps are screened to make sure they are free of viruses.

Play Store

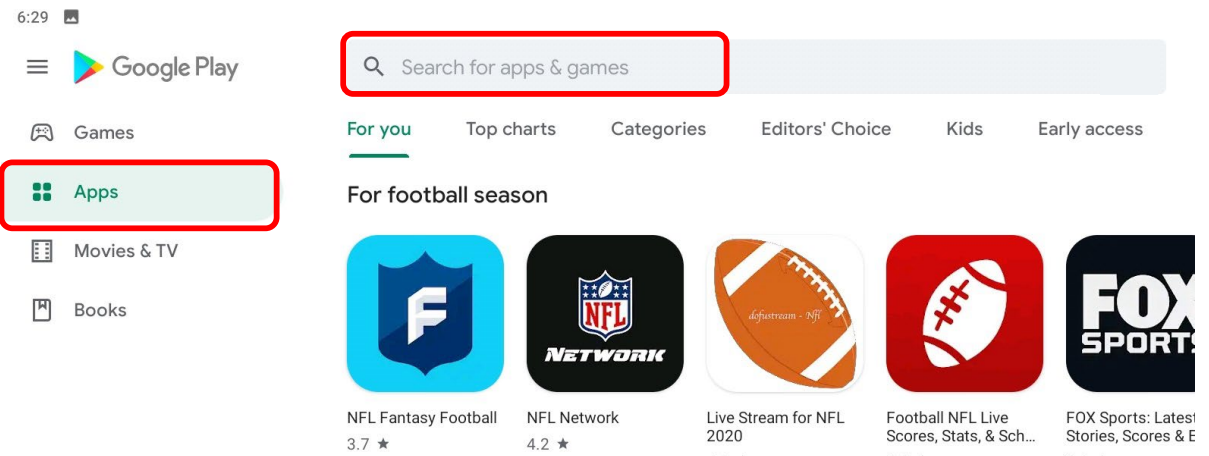
Practice using the Play Store

First, click the Play Store icon in your task bar

Within the Play Store, you can choose to search for a specific app by either:

- Browse the recommended apps
- Use the search bar to find a specific app

NOTE: Do not link/ save your credit card info to Google Play!



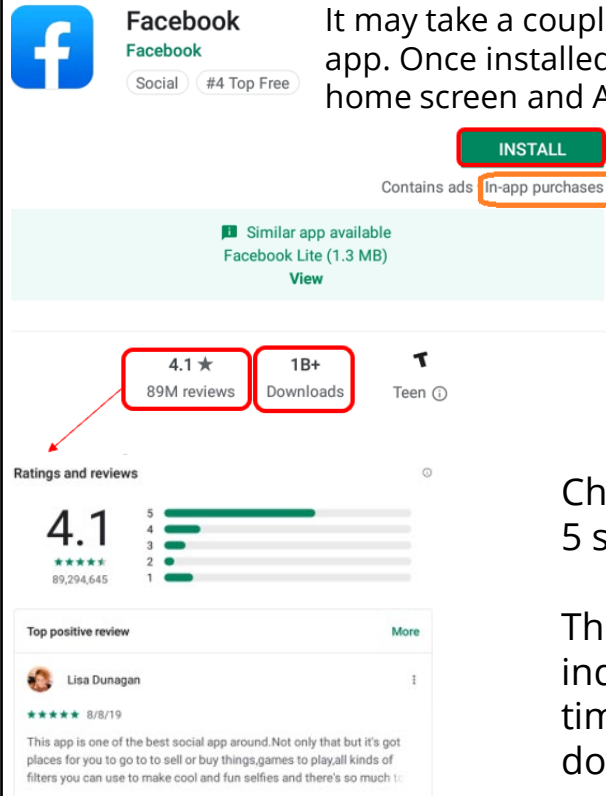
We don't want to link your debit/credit card to avoid any hidden charges by certain apps that claim to be free!

Practice installing an app using the Play Store

Once you've found the app you want you'll see a button on the right to install it

If you look / scroll further down you'll see the reviews, ratings, and the number of downloads

Be sure to read over some reviews to make sure the app you're downloading is good



It may take a couple minutes to download and install an app. Once installed, a new icon will be added to your home screen and App screen

An in-app purchase is any fee an app may ask for while you are using the app. Many in-app purchases are optional or give users additional features such as some premium features or a special weapon that you may want to play the game.

Check the reviews
5 stars = Best

The number of downloads indicates popularity. How many times has this app been downloaded?

Uninstall an unwanted app

1. Click on Settings in the status tray
2. Click Apps
3. Click Manage your apps
4. Find and click on the app
5. Click uninstall, then again to confirm

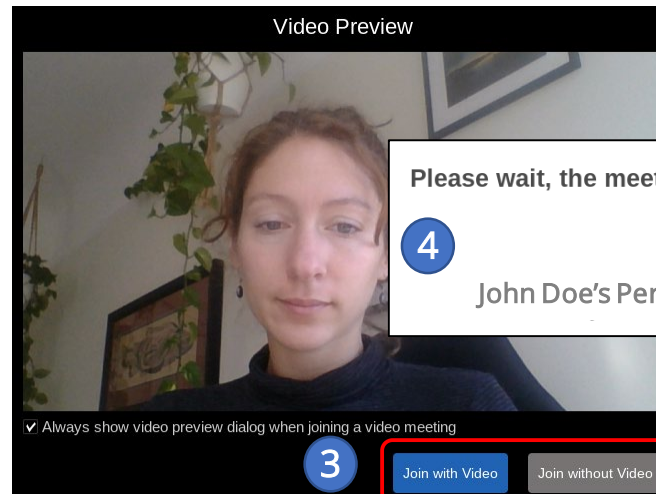
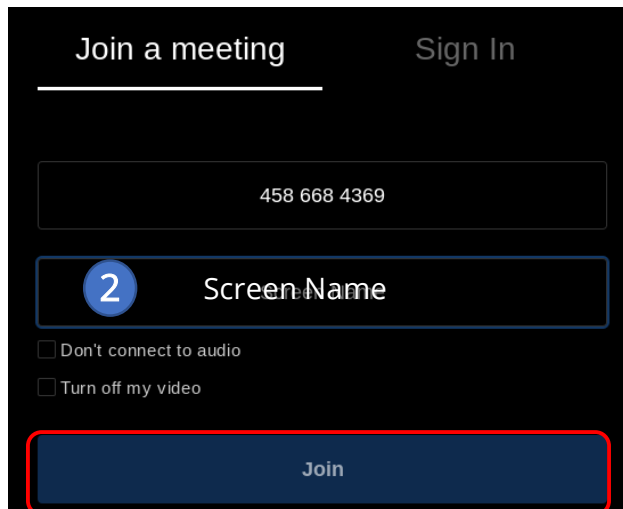
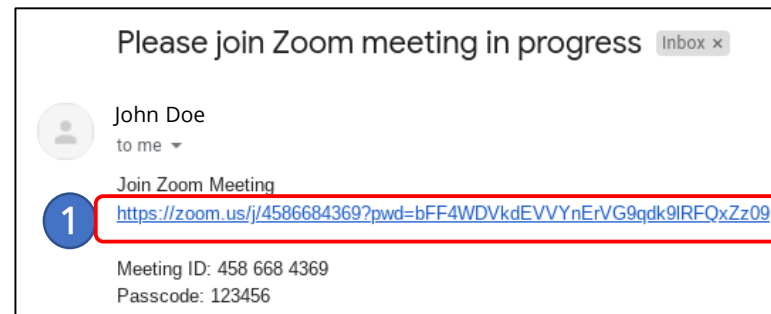


(Some apps cannot be uninstalled)

Join Zoom with a link

Zoom is a popular video conferencing program. The easiest way to join a Zoom meeting is using a link. The Zoom host/organizer could send an **invitation** to you via email, text (SMS), Whatsapp, etc., or it may be posted on an organization's website.

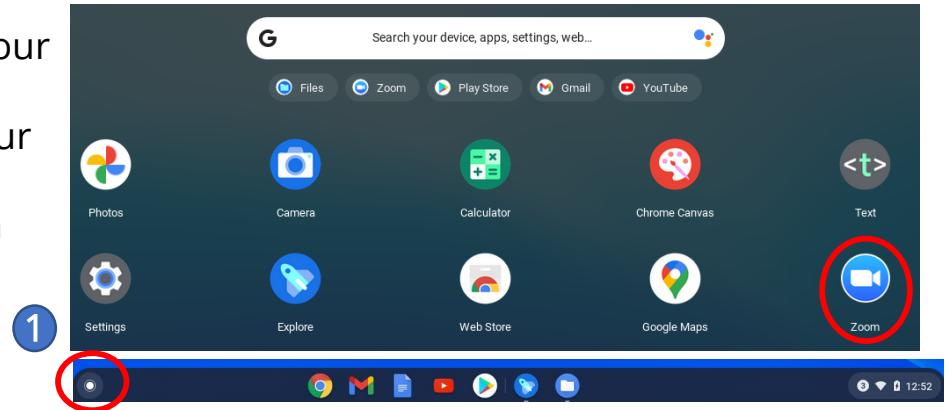
1. Click on the link; Zoom will open
2. Enter your name and click Join
3. Click to join with or without video
4. Wait for the host to admit you



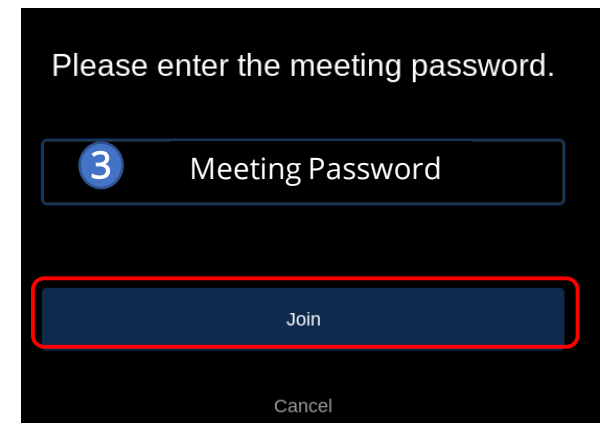
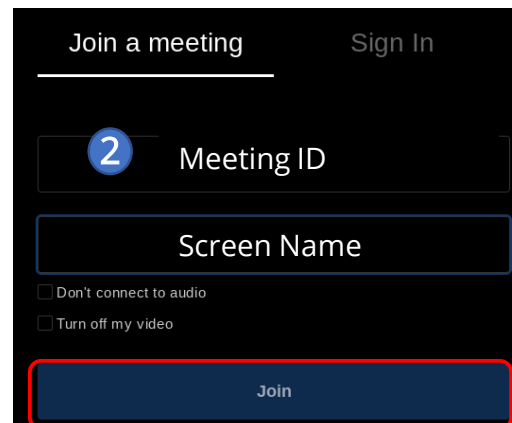
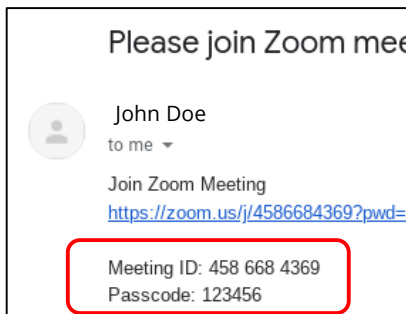
Join Zoom with a Meeting ID

If you don't have the link, you can also enter a meeting with the Meeting ID and password, which are included in Zoom invitations, or may be found on an organization's website.

1. Click the launcher and find Zoom in your list of apps
2. Carefully type the Meeting ID, type your name, and click Join
3. If asked, enter the password, click Join
4. Click to join with or without video
5. Wait for the host to admit you



Meeting ID and Passcode are included in Zoom invitations:



Using Zoom

Once in a Zoom meeting, it's important to know how to manage your camera and microphone. Move your cursor over the Zoom window to show the Zoom controls.

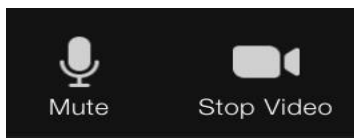
When to mute?

Generally, it is good practice to keep yourself muted until you need to speak.

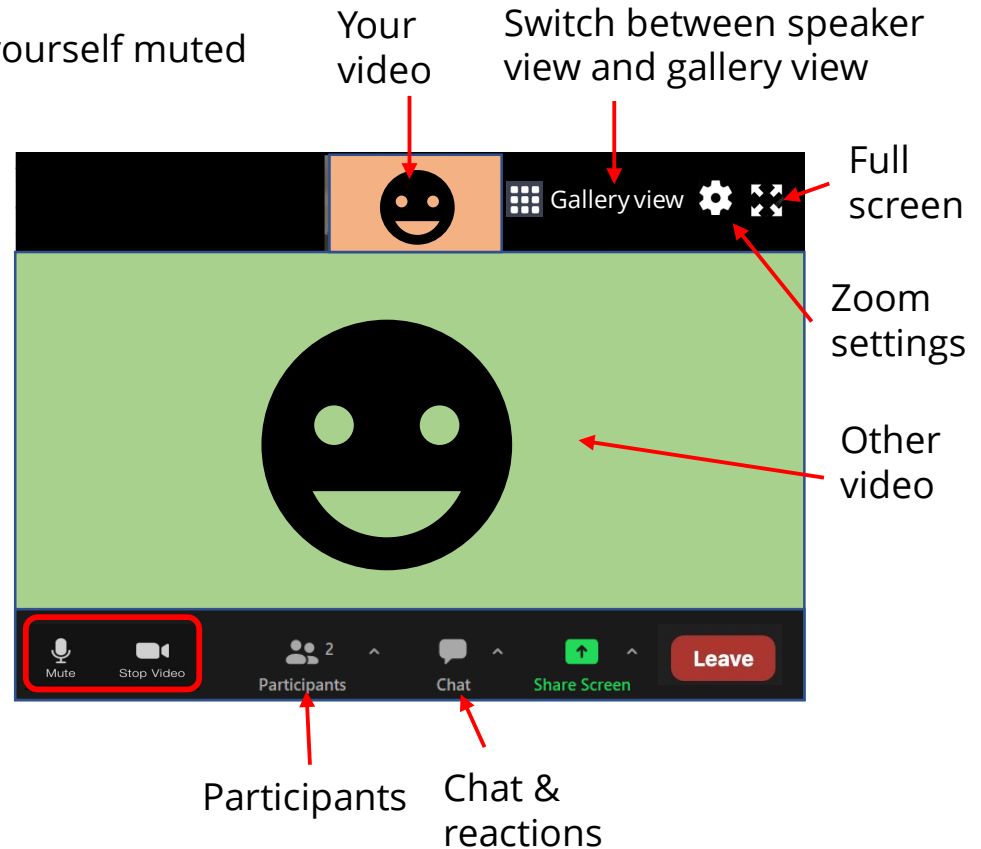
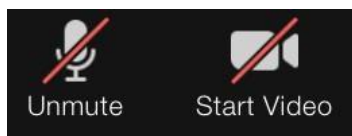
When to turn camera off?











If there are distracting things in the background that may interrupt a speaker or if your Wi-Fi connection is not stable.

Microphone ON Camera ON



Microphone OFF Camera OFF



<p>HOMEWORK 🧠</p> <p>1. Download a free game Examples: Wordscapes, Solitaire, 2048, Sudoku, Majong</p>	<p>Make sure you go to the Play Store to download any apps!</p> <p> What game did you download? _____</p>								
<p>2. Review about identifying scams</p> <p>Romance Scams You meet someone special on a dating website, but once he/she has gained your trust, then he/she needs money.</p> <p>Other common types of scams:</p> <ul style="list-style-type: none"> • IRS / Government • Lottery / Sweepstake • Tech Support • Family Emergency • Grandkid in trouble <p>Source: consumer.ftc.gov/features/scam-alerts</p>	<table border="1" data-bbox="614 411 1039 868"> <thead> <tr> <th colspan="2">Signs of a Scam</th> </tr> </thead> <tbody> <tr> <td></td> <td> <ul style="list-style-type: none"> • Professes love quickly. • Claims to be from the U.S., but is overseas for business or military service </td> </tr> <tr> <td></td> <td> <ul style="list-style-type: none"> • Asks for money, and lures you off the dating site. </td> </tr> <tr> <td></td> <td> <ul style="list-style-type: none"> • Claims to need money – for emergencies, hospital bills, or travel. • Plans to visit, but can't because of an emergency. </td> </tr> </tbody> </table> <p>Scammers ask you to pay by wiring money, with reload cards, or with gift cards because they can get cash quickly and remain anonymous. They also know the transactions are almost impossible to reverse.</p> <p>Bottom line: Never send money or gifts to a sweetheart you haven't met in person.</p> <p><i>“Grandma: I'm in the hospital, sick, please wire money right away.”</i></p> <p><i>“Grandpa: I'm stuck overseas, please send money.”</i></p> <p>Resist the urge to act immediately – no matter how dramatic the story is. Verify the caller's identity. Ask questions that a stranger couldn't possibly answer. Call a phone number for your family member or friend that you know to be genuine. Check the story out with someone else in your family or circle of friends, even if you've been told to keep it a secret.</p> <p>Don't send cash, gift cards, or money transfers – once the scammer gets the money, it's gone!</p> <p style="text-align: right;"><i>Adapted from snbonline.com</i></p>	Signs of a Scam			<ul style="list-style-type: none"> • Professes love quickly. • Claims to be from the U.S., but is overseas for business or military service 		<ul style="list-style-type: none"> • Asks for money, and lures you off the dating site. 		<ul style="list-style-type: none"> • Claims to need money – for emergencies, hospital bills, or travel. • Plans to visit, but can't because of an emergency.
Signs of a Scam									
	<ul style="list-style-type: none"> • Professes love quickly. • Claims to be from the U.S., but is overseas for business or military service 								
	<ul style="list-style-type: none"> • Asks for money, and lures you off the dating site. 								
	<ul style="list-style-type: none"> • Claims to need money – for emergencies, hospital bills, or travel. • Plans to visit, but can't because of an emergency. 								

3. Review about doing fact checks and identifying fake news

What is fake news?

Two kinds of fake news:
Stories that aren't true - Deliberately invented stories designed to make people believe something false, to buy a certain product, or to visit a certain website (clickbaits)

Stories that have some truth, but aren't 100 percent accurate - Fake news that is biased, and aims to convince readers of a certain political or ideological viewpoint.

Source:
mindtools.com/pages/article/fake-news.htm

Where Does Fake News Come From?

- Fake news is nothing new.
- The Internet and social media platforms make it much easier for almost anyone to publish their thoughts or share stories with the world.
- Most people don't check the source of the material that they view online before they share it.
- It's getting harder to identify the source of news stories.

How to Spot Fake News?

- Develop a critical mindset. Use your common sense!
- Check the source (www.snopes.com)
- See who else is reporting the story
 - Trustworthy: cnn.com, bbc.com, reuters.com
- Beware misleading headings
- Beware of fake images and videos as evidence
 - Example: Russia Release 500 Lions To Enforce COVID-19 Lockdown
snopes.com/fact-check/russia-release-lions-coronavirus



Claim

Russia released more than 500 lions to make sure that people stay inside during the COVID-19 pandemic.

Rating

 **False**
 About this rating [Ⓔ](#)

Review	
Review Lesson 1	<ul style="list-style-type: none"> <input type="checkbox"/> Turn the device on / off <input type="checkbox"/> Chromebook basics <input type="checkbox"/> Touchpad, cursor and keyboard <input type="checkbox"/> Create a Gmail account/ Log in
Review Lesson 2	<ul style="list-style-type: none"> <input type="checkbox"/> Search on the Internet <input type="checkbox"/> Using the Chrome browser <input type="checkbox"/> Watch a movie or listen to music on YouTube
Review Lesson 3	<ul style="list-style-type: none"> <input type="checkbox"/> Check and read emails <input type="checkbox"/> Reply to/ Forward an email <input type="checkbox"/> Compose a new email <input type="checkbox"/> Understand email safety: spam and phishing <input type="checkbox"/>
Review Lesson 4	<ul style="list-style-type: none"> <input type="checkbox"/> Download and install an app <input type="checkbox"/> Understand online safety: malware, identity theft, scams, fake news <input type="checkbox"/> Video conferencing: Zoom

Google Docs

Google Docs is a free **word processor**

You can use it to create resumes, letters, essays, reports, flyers, lists, etc.

Inserting text

Formating text

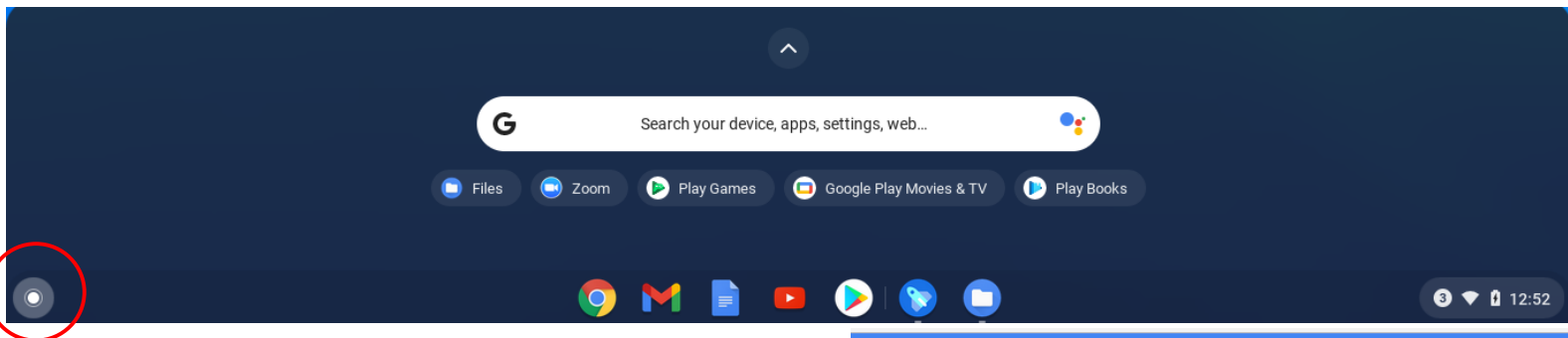
Highlighting text

Deleting text



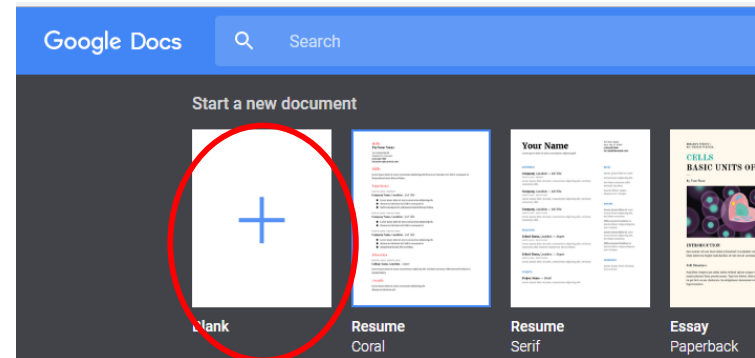
Docs

Click the launcher and find Google Docs! (or go to docs.google.com in Chrome)



Once the app launches, you can create a blank document, or choose from one of the many templates, which have pre-set formatting in place so that you just need to add your text.

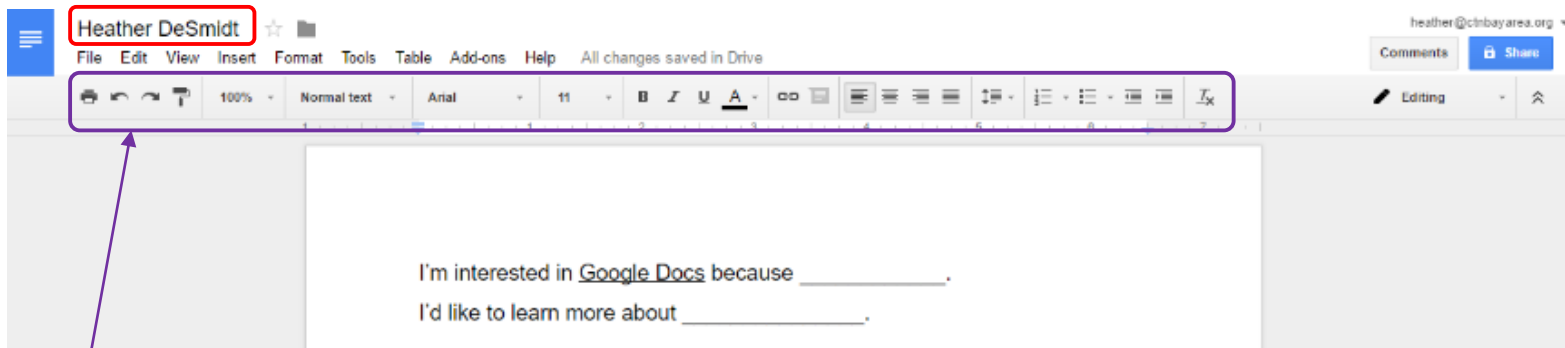
Let's start with a blank document.



Google Docs Practice

- Click on “Untitled” and type in your name
- In the Doc itself, write the following:
I’m interested in learning Google Docs because...
I’d like to learn more about...

Enter file name here

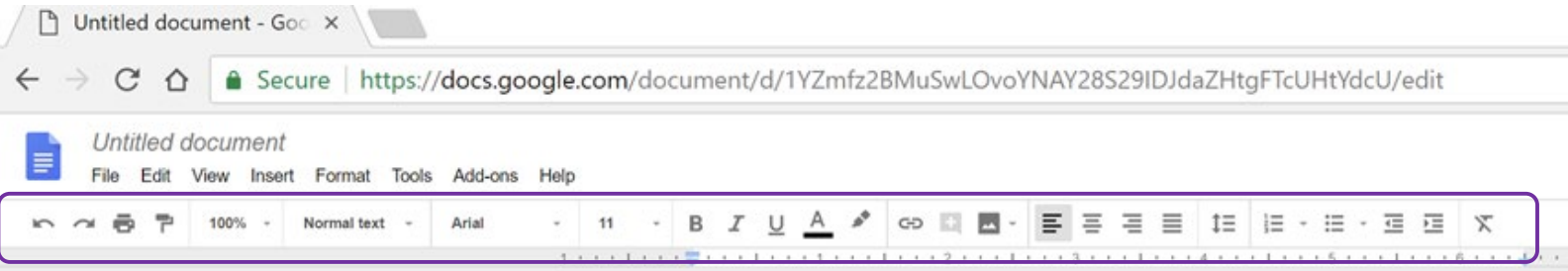


Formatting makes your text easier to read, shows your effort, and highlights important parts of a document. Take a look at the formatting menu across the top of the page. There are two ways of formatting text:










- Set the formatting preferences as you like (i.e., bold, red font, size 14) and start typing
- Type first, then highlight the text and apply the formatting changes

*to select text, click before or after the words you want to highlight, press and hold the Shift key with one hand, press the left or right arrow with the other hand (OR use your finger on the trackpad)

Google Docs Formatting



The screenshot shows the Google Docs interface. The browser address bar displays the URL: <https://docs.google.com/document/d/1YZmfz2BMuSwLOvoYNAY28S29IDJdaZHtgFTcUHtYdcU/edit>. The document title is "Untitled document". The menu bar includes File, Edit, View, Insert, Format, Tools, Add-ons, and Help. The formatting toolbar is highlighted with a purple box and contains the following icons: Undo, Redo, Print, Copy, Paste, Zoom (100%), Text color (Normal text), Font (Arial), Font size (11), Bold (B), Italic (I), Underline (U), Text color (A), Link, Comment, Image, Bulleted list, Numbered list, Decrease indent, Increase indent, and Remove formatting.

	Undo or redo your last changes or print your document.
	Copy formatting from any text and apply it to another selection of text.
Normal text Arial 10	Change the style, font, or font size.
	Make text bold, in italics, or underlined or change the text color.
	Add or change the text highlight color.
	Insert a link, comment, or image.
	Change the text alignment.
	Change the line spacing or add numbers or bullets.
	Change the text indentation.
	Remove text formatting.

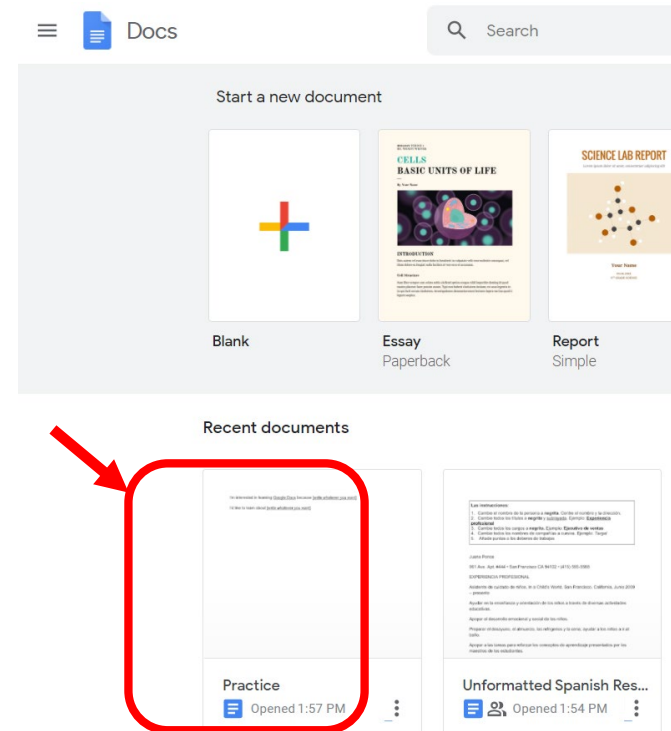
*You can always hover your cursor over a button if you forget what it is

Keyboard shortcuts

To use keyboard shortcuts, press the Ctrl button (lower left) and the second button at the same time. **Add to your document, and practice numbering, bullets and formatting. Try to use the keyboard shortcuts!**

- Ctrl+X Cuts (deletes) the selected text.
- Ctrl+C Copies the selected text.
- Ctrl+V Pastes the copied or cut text.
- Ctrl+A Selects the whole document.
- Ctrl+B Makes the selected text bold.
- Ctrl+I Makes the selected text italic.
- Ctrl+U Underlines the selected text.
- Ctrl+Z Undo (the last action)

There is **no need to save**; changes are automatically saved as you work on a document. When you return to Google Docs, you'll see your recent docs



Examples:

My Favorite Foods

- Peanut Butter
- Chocolate
- Avocado

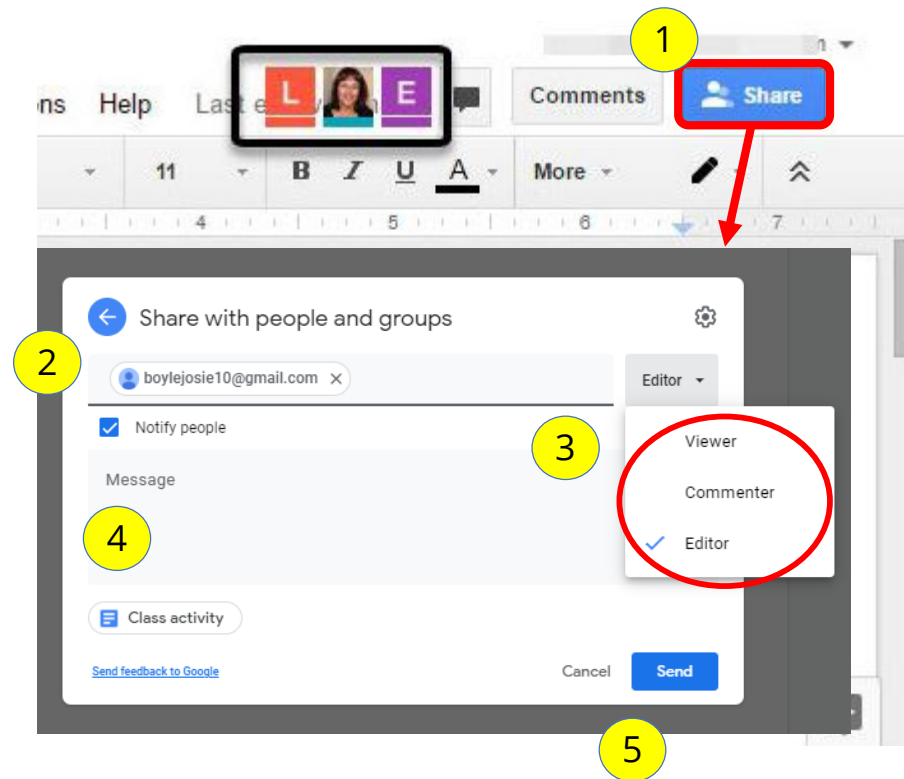
My Favorite Movies

1. *When Harry Met Sally*
2. *Casablanca*
3. *Diehard*

Share your Google Doc (1/2)

One benefit of Google Docs is they are very easy to share with others, and multiple people can collaborate on one Doc in real time, remotely.

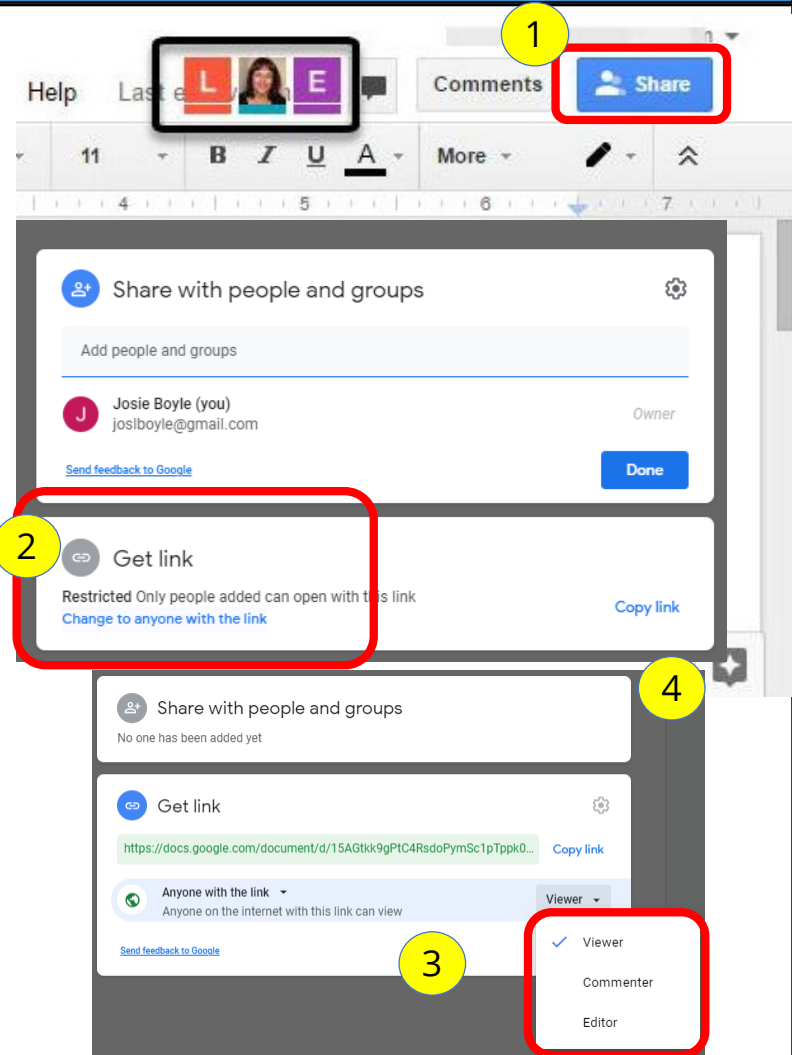
- Click on the blue “Share” button at the upper right-hand corner of your Doc. (#1)
- A text box will appear. You can choose who you want to share your document with by entering their name(s) or email address(es) in the search bar. (#2)
- To the right of the search bar, click to view a drop-down list. This lets you decide what the other person can do with your document. (#3)
- Write a message (optional). If “Notify people” is checked, the added individuals will get an email. (#4)
- Click “Send” to share your document with them. (#5)



Share your Google Doc (2/2)

Another option for sharing the link more broadly is to set it so that anyone with the link can access the document. This is LESS SECURE. Remember that if you give someone Editor access to your doc, any changes they make will effect the doc on your computer, too!

- Click on the blue “Share” button at the upper right-hand corner of your Doc. (#1)
- A text box will appear. At the bottom, you may see “Restricted: Only people added can open with this link”. Click “Change to anyone with the link.” (#2)
- You can then specify what level of access to give (Viewer, Commenter, Editor) (#3)
- Click on “Copy link” (#4)
- You can then paste (Ctrl +V) the link to an email message or a website to whom you want to share the document with.



The screenshot shows the Google Docs sharing interface. Callout 1 points to the 'Share' button in the top right corner. Callout 2 points to the 'Get link' section where the current access is 'Restricted' and the option 'Change to anyone with the link' is highlighted. Callout 3 points to the access level dropdown menu, which is currently set to 'Viewer'. Callout 4 points to the 'Copy link' button next to the generated link.

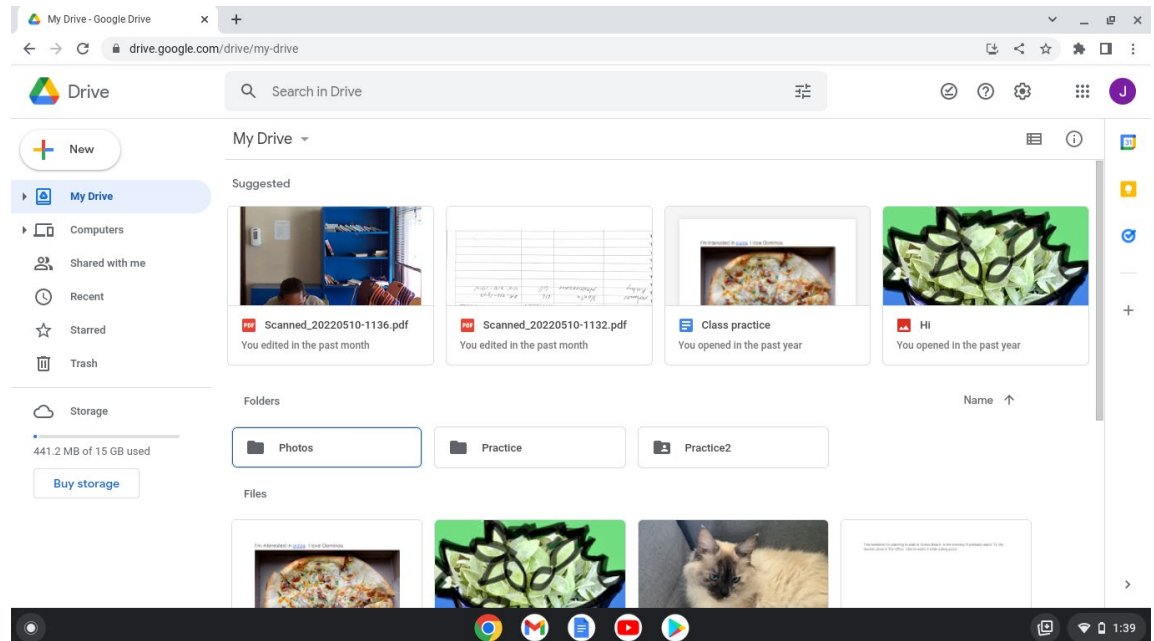
Google Drive

Curious where your Google Docs are stored? All your Docs are saved on your Google Drive, not your Chromebook!

Google Drive is a cloud-based storage system that comes with 15GB of free storage space for every Google account. To access files stored in your Google Drive, you just need to sign in to your Google account on any device. Click the launcher and search for Google Drive, or go to drive.google.com in Chrome. If you have any files, they'll show up here.

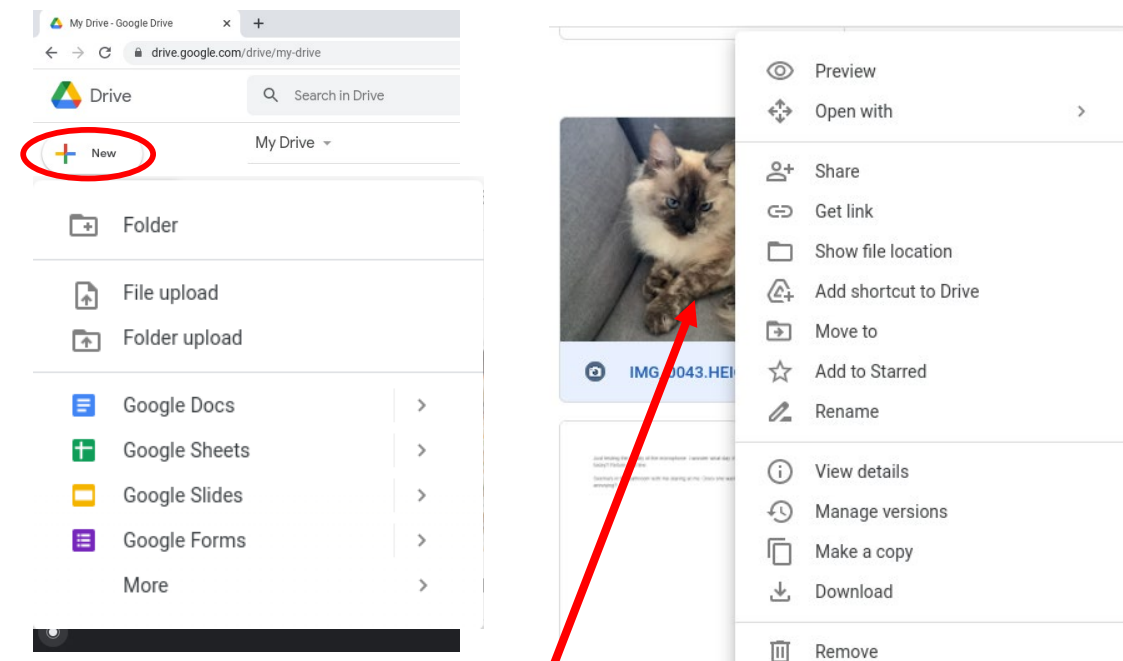
You can store basically any kind of file in Google Drive:

- Photos
- Videos
- PDFs
- Microsoft Office files: Word, Excel, PowerPoint
- Email attachments
- Google Docs, Sheets, Slides, etc.



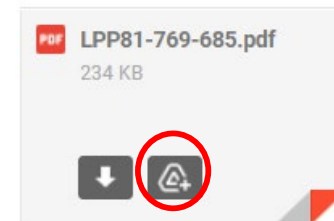
Google Drive

To add to Google Drive, click New. From here you can create a folder, upload files, or start a new Google Doc, Google Sheet (spreadsheet), Google Slides (presentation), etc.



If you receive an email with an attachment, you can add it to your Drive rather than download it:

- Hover your cursor over the file, and click the Add to Drive button



To **manage files** in your Drive, you can “right click” on the file (click with two fingers on the touchpad) to open a menu of options, including share, move to (to put in a folder), rename, etc.

You can use these tools to better organize your files.

Appendix 1



FEDERAL TRADE COMMISSION

IdentityTheft.gov

What information was lost or exposed?

Social Security number

- If a company responsible for exposing your information offers you free credit monitoring, take advantage of it.
- Get your free credit reports from annualcreditreport.com. Check for any accounts or charges you don't recognize.
- Consider placing a [credit freeze](#). A credit freeze makes it harder for someone to open a new account in your name.
 - If you place a freeze, be ready to take a few extra steps the next time you apply for a new credit card or cell phone – or any service that requires a credit check.
 - If you decide not to place a credit freeze, at least consider [placing a fraud alert](#).
- Try to file your taxes early — before a scammer can. Tax identity theft happens when someone uses your Social Security number to get a tax refund or a job. Respond right away to letters from the IRS.
- Don't believe anyone who **calls** and says you'll be arrested unless you pay for taxes or debt — even if they have part or all of your Social Security number, or they say they're from the IRS.
- Continue to check your credit reports at annualcreditreport.com. You can order a free report from each of the three credit reporting companies once a year.

Online login or password

- Log in to that account and change your password. If possible, also change your username.
If you can't log in, contact the company. Ask them how you can recover or shut down the account.
 - If you use the same password anywhere else, change that, too.
 - Is it a financial site, or is your credit card number stored? Check your account for any charges that you don't recognize.
-

Debit or credit card number

- Contact your bank or credit card company to cancel your card and request a new one.
- Review your transactions regularly. Make sure no one misused your card.
If you find fraudulent charges, call the fraud department and get them removed.
- If you have automatic payments set up, update them with your new card number.
- Check your credit report at annualcreditreport.com.

Bank account information

- Contact your bank to close the account and open a new one.
- Review your transactions regularly to make sure no one misused your account.
If you find fraudulent charges or withdrawals, call the fraud department and get them removed.
- If you have automatic payments set up, update them with your new bank account information.
- Check your credit report at annualcreditreport.com.

Driver's license information

- Contact your [nearest motor vehicles branch](#) to report a lost or stolen driver's license. The state might flag your license number in case someone else tries to use it, or they might suggest that you apply for a duplicate.
- Check your credit report at annualcreditreport.com.

Children's personal information

- Request a credit freeze for your child — [if this service is available in your state](#). A credit freeze will make it difficult for someone to use your child's information to open accounts. To place a freeze, follow the specific instructions for each credit bureau:
- [Equifax](#)
 - [Experian](#)
 - [Transunion](#)
- No matter what state you live in, you can check to see if your child has a credit report. Each bureau has specific instructions for these requests:
- [Equifax](#)
 - [Experian](#) (Click on "Minor Child Instructions" under "Information You Should Know")
 - [Transunion](#)
- If a credit bureau has a credit report for your child, the credit bureau will send you a copy of the report. Use the instructions provided with the credit report to remove fraudulent accounts.
- Review the FTC's information on [Child Identity Theft](#).

❖ Fake News: Fact-Checking Resources

Annenberg Public Policy Center www.factcheck.org

A non-partisan project at the University of Pennsylvania

AllSides www.allsides.com

Offers perspectives on topical news stories from the left, center, and right-side of politics

Snopes www.snopes.com

The oldest and largest fact-checking site online

Poynter Institute www.politifact.com

Fact-checking journalism

❖ Test your media literacy skills!

Factitious Quiz <http://factitious.augamestudio.com/#/>

A fake news quiz game, produced by the AU Game Lab and the JoLT program

Politifact Fake News Quiz <https://www.politifact.com/article/2017/jun/19/real-or-fake-tour-fake-news-quiz-find-out/>

If you're unsure of a news article, go through this quiz for guidance on whether it's likely true or fake

❖ COVID-19 information

World Health Organization www.WHO.int

A specialized agency of the United Nations responsible for international public health

Centers for Disease Control and Prevention www.cdc.gov

The nation's health protection agency

Texas State Covid-19 Website <https://www.texas.gov/covid19/>

Statewide updates and guidance



AFFORDABLE CONNECTIVITY PROGRAM

WHAT IS IT?

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The benefit provides:

- Up to \$30/month discount for internet service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

WHO IS ELIGIBLE?

A household is eligible if one member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the Federal Poverty Guide lines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school break fast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

TWO STEPS TO ENROLL

1

Go to [ACPBenefit.org](https://www.acpbenefit.org) to submit an application or print out a mail-in application.

2

Contact your preferred participating provider to select an eligible plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.

LEARN MORE

- 📞 Call 877-384-2575, or
- 🌐 Visit [fcc.gov/acp](https://www.fcc.gov/acp)



Need internet?

If you are not eligible for ACP, here are some resources for finding alternative options. Type the address in Google to go to the website:

Regular Price Internet Options

- <https://www.usnews.com/360-reviews/internet-providers>
- <https://www.reviews.org/internet-service/best-internet-service-providers/>
- <https://www.broadbandsearch.net>

Mobile Data Plans

- <https://www.reviews.org/mobile/best-unlimited-data-cell-phone-plans/>

Notes
