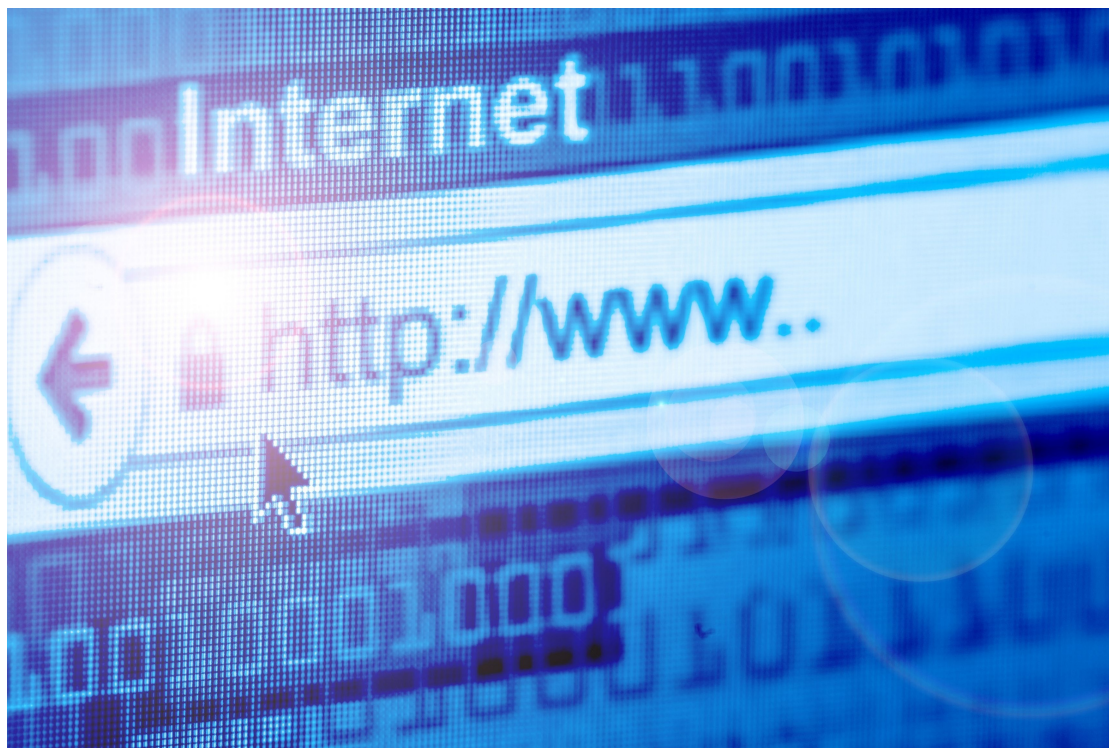




Staying Safe Online



Facilitator Guide



**Department of
Developmental
Disabilities**



LifeCourse Nexus

Training and Technical Assistance Center
UMKC Institute for Human Development • UCEDD

Staying Safe Online Facilitator Guide

Training Description

Financial skills are important for young people as they transition to adulthood and understand how to manage money. Up to this point, young people have had family members make many decisions for them and have had limited opportunity to take care of their own money. Young people need to learn how to keep their finances and personal information safe when online. This training provides information on what to do if they are in a risky situation online.

Audience

Young people transitioning into adulthood.

Time

30 minutes

Materials

To facilitate this training, you will need:

- PowerPoint presentation
- Facilitator Guide
- Computer
- Projector (if in person)
- Audio
- EZ-Reader
- Worksheets (see appendix)
- Chart paper
- Sticky notes
- Markers, highlighters, pens and pencils

Learning Objectives

The participants will:

1. Identify what can put you at risk online
2. Describe ways to protect yourself online
3. Summarize the need for social media security

Staying Safe Online Facilitator Guide

Facilitator Notes

This training is scripted with additional ways you can engage participants. Please review this Facilitator Guide and the notes section of the PowerPoint before you begin the training. This training can be presented by a trainer or co-trainers. There will be opportunities for an additional trainer or person with lived experience to share their experiences throughout the training.

Vocabulary for the facilitator:

- **Read Slide**—read word for word from the slide
- **SAY**—read the script provided (sentences are not on the slide—available for extra ways to discuss the slide)
- **ASK**—read the scripted question (additional ways to engage the participants added if no response)
- Person with lived experience—self-advocate or family member

Key Words

Hacker—a person who gains access to your online profile.

Internet—a network linking computer networks worldwide.

Online—connected to a computer linked to the internet.

Online apps—websites on a computer downloaded from the internet.

Password—a secret word or pattern of letters/number used by an authorized person to prove their right to access the information.


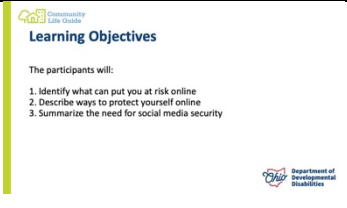
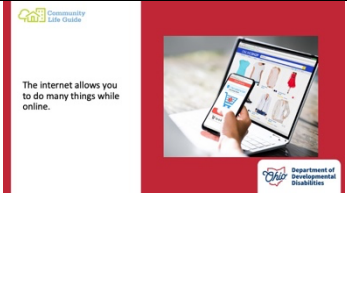
Scam—to cheat or defraud.

Scammer—a person who swindles information or personal property from owner.





Security question—personal question asked to gain access to personal information or accounts.

Social media—websites and other online means of communication used for social and professional interactions.

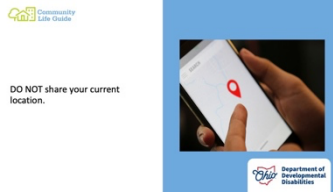
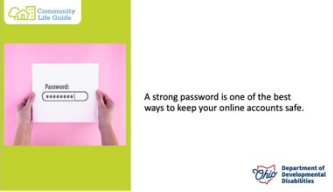
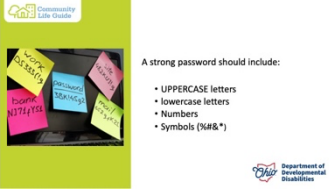
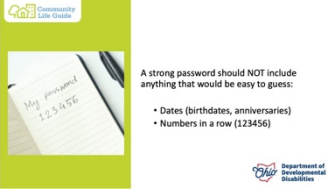
Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
Section 1 – Introduction 1-2 minutes		
<p>SAY: Refer to the EZ-Reader <i>Staying Safe Online</i> throughout the training. This training will discuss how to keep your personal information and money safe online. A learning activity will be at the end of the training. Please ask questions as we go through.</p>		
<p>SAY: Upon completion of this training, the participants will be able to:</p> <ul style="list-style-type: none"> • Identify what can put you at risk online • Describe ways to protect yourself online • Summarize the need for social media security 		
Section 2 – Stay Safe Online 3 minutes		
<p>Read Slide</p> <p>SAY: You can:</p> <ul style="list-style-type: none"> • Shop • Play games • Bank • Stay in touch with family and friends 		




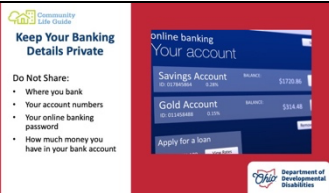
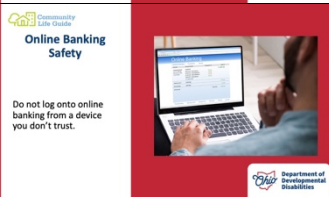
Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
<p>Read Slide</p>	 <p>Being online comes with some risk.</p>	
<p>ASK: What can you do to stay safe online?</p> <p>Facilitator Notes: <i>Participants will share ideas. (Ex. Do not talk to anyone you do not know, do not share any personal information, etc.)</i></p>	 <p>Stay Safe Online</p> <p>When online, there are:</p> <ul style="list-style-type: none"> • Things that can put you at risk • Ways to protect yourself 	<p>Share examples of how you stay safe online.</p>
<p>Read Slide</p> <p>SAY: Sharing your personal information online can place you in an unsafe situation. You cannot be sure you are speaking to someone you trust. It is always best to NOT share any personal information with strangers. Later in the training we will discuss shopping online and secure websites.</p>	 <p>DO NOT share your personal information:</p> <ul style="list-style-type: none"> • Your name • Your phone number • You address • Your banking information • Your Social Security Number 	
<p>Read Slide</p> <p>SAY: You should not share your daily schedule online. Only family and close friends should know personal information about you.</p>	 <p>DO NOT share your daily schedule:</p> <ul style="list-style-type: none"> • Appointments • Trips • Work 	

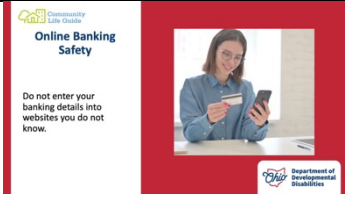


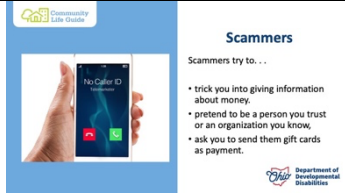
Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
<p>Read Slide</p> <p>SAY: Only family and trusted friends should be able to locate you.</p>		
<p>Section 3 – Passwords <i>2 minutes</i></p>		
<p>Read Slide</p> <p>SAY: You may have a variety of online accounts (ex., social media accounts, bank account, etc.) Passwords work to keep your information safe with this online account.</p> <p>ASK: What are some apps or social media platforms that you use a password? (ex. Facebook, Walmart, etc.) (Do not share your password)</p>		<p>Share examples of online apps, social media, etc., that you have a password. Please do not share your password.</p>
<p>Read Slide</p> <p>SAY: Keep your passwords in a safe location that you can easily locate. Talk with family and friends about suggestions on where to keep passwords.</p>		
<p>Read Slide</p>		

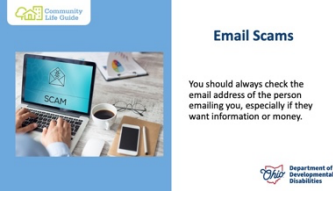
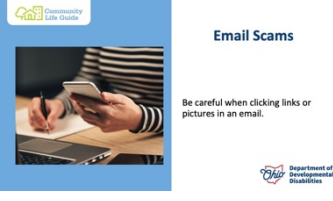
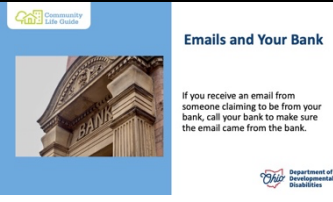
Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
<p>Read Slide</p> <p>SAY: Recovery or security questions should be questions only you can answer. These questions will confirm your identity and unlock your account.</p>		
<p>Section 4 – Online Banking Safety 2 minutes</p>		
<p>Read Slide</p>		
<p>SAY: Online banking is an easy way to handle your finances without going to a bank.</p> <p>Read Slide</p>		
<p>Read Slide</p>		
<p>Read Slide</p> <p>SAY: This could be a device that is public (computer in a library) or a shared computer (computer in school).</p>		





Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
<p>Read slide</p>		
<p>Read Slide</p>		
<p>SAY: How can we avoid scams online? Being safe online is being aware of scams and scammers trying to steal your identity or money.</p>		
<p>Section 5 – Scams <i>5 minutes</i></p>		
<p>Read Slide</p> <p>SAY: Remember—real organizations will never ask you for gift cards.</p> <p>SAY: Never give out personal information to someone you do not know on the phone.</p>		

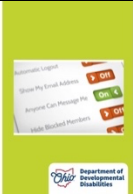



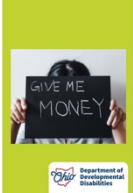
Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
<p>SAY: Let the call go to voicemail if you do not recognize the number and are not expecting a call. You can listen to the voicemail later and determine if you need to follow up.</p>		
<p>Read Slide</p> <p>SAY: Watch for strange spelling or word choices in emails. This may mean the email is a scam.</p>		
<p>Read Slide</p> <p>SAY: Scammers can use those links to steal information from your computer or phone. An email from an organization may ask you to call them using the number listed in the email. Instead, look up the number on the organization's website.</p>		
<p>Read Slide</p> <p>SAY: Your bank's phone number is often on the back of your debit or credit card, or on the bank's website. Always call the bank if you are unsure about anything. It is best to be safe and check.</p>		

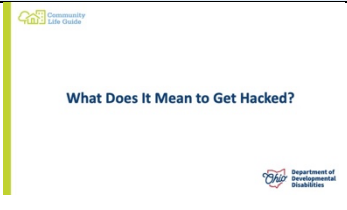
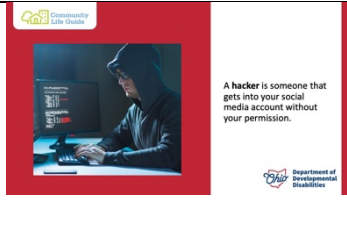


Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
<p>Read Slide</p> <p>SAY: An ex. is a scammer saying you won a prize.</p>	 <p>Phone Scams</p> <p>Scammers sometimes call and claim to be someone you know or from an organization. Never give out personal information to someone you do not know on the phone. Let the call go to voicemail if you do not recognize the number and are not expecting a call.</p> <p><small>Department of Developmental Disabilities</small></p>	
<p>Read Slide</p> <p>SAY: Just like with an email that looks like it might be from your bank. Get the name of the caller, hang up and call your bank. It is always best to be safe.</p>	 <p>Calls and Your Bank</p> <p>If you receive a call from someone claiming to be from your bank, get their name, hang up and call your bank back to make sure that person works at the bank.</p> <p><small>Department of Developmental Disabilities</small></p>	
<p>Read Slide</p> <p>SAY: An example is a text may say that the company has sent a fake package and needs delivery information.</p> <p>SAY: Never click on a link from a number you do not know. If you think a text is a scam, you can report it as spam in your text messaging app.</p>	 <p>Text Scams</p> <p>Scammers also send fake text messages to trick you into giving your personal information. Often scammers will send a link that might take you to a fake website or install a virus on your phone.</p> <p><small>Department of Developmental Disabilities</small></p>	
<p>Section 6 – Social Media Security <i>3 minutes</i></p>		
<p>Read Slide</p> <p>SAY: Let’s talk about social media and security.</p>	 <p>Social Media Security</p> <p><small>Department of Developmental Disabilities</small></p>	

Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
<p>Read Slide</p> <p>SAY: Use strict privacy settings for your social media account. Choose privacy settings that limit who can see or respond to your posts.</p>	<p>Social Media Security</p> <p>Give the minimum amount of personal information when setting up a social media account online.</p> 	
<p>Read Slide</p>	<p>Social Media Security</p> <p>Do not comment on posts that ask for personal information:</p> <ul style="list-style-type: none"> Your mother's maiden name Your birthday Your first pet Where you went to school Where you were born 	
<p>Read Slide</p> <p>SAY: Scammers can get information that may be used as passwords.</p>	<p>Social Media Security</p> <p>An example is a post that says:</p> <p>"What is your mother's maiden name + your first pet's name = your Superhero's name!"</p> 	
<p>Read Slide</p> <p>SAY: It looks like it is a message from your friend, but it is really a trick.</p>	<p>Social Media Security</p> <p>When a friend gets "hacked," the scammer sends fake requests or messages.</p> 	
<p>Read Slide</p>	<p>Social Media Security</p> <p>Be careful when . . .</p> <ul style="list-style-type: none"> a friend messages you asking for money or gift cards (likely a scam). a friend sends you a random link (don't click on it). 	



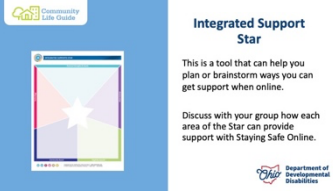
Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
Section 7 – Hacked 3 minutes		
<p>Read Slide</p>		
<p>Read Slide</p> <p>SAY: The hacker can take over your account and pretend to be you. The hacker might be able to get to other information on your computer or phone.</p>		
<p>Read Slide</p>		
<p>Read Slide</p>		

Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
<p>Read Slide</p>		
<p>Read Slide</p>		
<p>Read Title</p> <p>SAY: Payment apps connect to payment information and are used to make purchases online or send money to others.</p> <p>SAY: Some of these apps will keep your card and bank information when you set up an account.</p> <p>SAY: It is very important to make sure you know which ones you use and use a good password.</p>		
<p>Read Slide</p> <p>Facilitator Notes: <i>Take some time as you review each of these tips. Talk about why you should do something and why you should not.</i></p>		

Staying Safe Online Facilitator Guide

Discussion Points and Learning Activity	Materials/Slide	Co-Trainer or Person with Lived Experience
Section 8 – Learning Activity 10-15 minutes		
<p>SAY: The Integrated Support Star looks at 5 areas and what support you may need in all.</p> <ul style="list-style-type: none"> • Strengths: What are our own strengths or skills or assets? What can we use, learn, etc. to build capacity or support our needs? • Relationships: Who are the people in our lives? Who could help with one small thing? • Technology: Who doesn't use technology these days? Technology can be high tech or low tech. • Community Supports: Where are places, groups, or resources in the community you use or have access to? • Eligibility Supports: What (if any) supports do you receive? How can they help you transition to adult health care? 		
<p>SAY: Here is an example of supports around safety and security.</p> <p>Facilitator Notes: <i>Read through examples in each section.</i></p>		
<p>Read Slide</p> <p>SAY: Refer to the Integrated Support Star tool. Put the participants in groups to problem solve how each area of the Star can provide support with Staying Safe Online.</p>		

Staying Safe Online Facilitator Guide

