

Getting Out on the Internet: Basic Computer and Internet Skills for Everyone

Tungahugit. This series of workshops is designed to help participants feel welcome and more confident using the Internet. The workshops were led by Jordan Lyall and me, Laura Dunn, in the summer of 2014 at the May Hakongak Library and Cultural Centre. Since they were created in Cambridge Bay, all of the activities are designed to work within the limitations of northern Internet connections. For example, you can complete all the workshops with or without using the videos links, depending on your connection speed. These workshops have been compiled with the support of the Nunavut Literacy Commission.

What are the workshops about?

When Jordan and I started facilitating these workshops we observed two patterns. Firstly, lots of people find using the Internet really intimidating. Three billion people log on every day to access any number of the one billion active websites on the Internet. This fact alone is overwhelming! On top of that there is the threat of viruses and online scams.

Secondly, even though the Internet is intimidating, everyone who participated in our workshops knew something about life online that others in the workshop did not. Some participants had just signed up for their first email account and others knew Wikipedia inside and out, but all of the participants had something to teach us and everyone wanted to learn more.

When we noticed these two patterns, we decided that the goal of these workshops should be to help people feel comfortable sharing the information they have and solving problems together. This means that you don't have to be an Internet expert to host these workshops. You just need to be good at helping people feel comfortable asking questions and patient enough to walk people through step-by-step problem solving.

Often, the biggest barrier to feeling confident and staying safe online is the idea that someone else has all the answers. Of course, no one has all of the answers, and what you need are the skills and curiosity to find answers for yourself. This means that when you facilitate these workshops, if a participant asks you a question that you don't know the answer to, don't worry. You don't need to know the answer; you just need to know how to type that question into a search engine and find the answer as a group.

DID YOU KNOW? Even judges and lawyers can become convinced that there is someone out there who can do *anything* online. This is called [the myth of the super user](http://lawreview.law.ucdavis.edu/issues/41/4/articles/41-4_Ohm.pdf). But actually, no one knows how to do everything online and all the best programmers and hackers use forums and guides to learn from each other. http://lawreview.law.ucdavis.edu/issues/41/4/articles/41-4_Ohm.pdf

How do I host a workshop?

You can host your workshop anywhere that has enough computers for 4-5 participants to be online at a time. There are N-CAP sites with free public Internet access in most communities in Nunavut. Your local N-CAP site is probably the easiest place to host a workshop. Find the N-CAP site nearest you [here](#).

Ideally, you'll have somewhere between 2 and 10 people in your workshops. This way you'll have time to spend with each participant and you can learn how to solve problems together. The workshops are also designed to work on a drop-in basis. The participants can attend as many of the workshops as they find themselves interested in, whether that is just one, or all seven.

The workshops are designed to take about one hour. We hosted the workshop on a night when the N-CAP site wasn't normally open and offered an hour of extra Internet time to attract participants. Here's an outline of how the average workshop went.

- 1 hr – free Internet time
- 30 minutes – conversation/presentation about the topic of the workshop
- 30 minutes – time for participants to ask their own questions and solve problems

Included in this guidebook are the posters we used to promote our workshop, but feel free to make your own! We put them up at all the major businesses and organizations in town. Another great way to invite people to your workshops is to post it on social media. But usually, unless your community is really keen, posters and Facebook invites aren't enough for people to remember to attend the workshops. Participants will feel a lot more welcome at your workshops if you follow up your online invitations with in-person invitations.

On the day of the workshop, set up a computer and hook it up to a projector so that everyone can see your screen. If you don't have a projector, or if you have a small group, set up chairs so that everyone can see the same computer screen and sit comfortably. Prepare some tea, coffee and maybe some snacks and wait for your participants to arrive!

Overview of Workshops

Each workshop is designed to last 20-30 minutes so that there is lots of time to take up questions or discuss issues that are important to the workshop participants.

How does the Internet work?

Uncover the big cables that carry webpages from faraway databases to your computer and the satellites that transmit your information all around the world.

Protecting Your Computer

Learn to spot a dangerous email or fake website. Talk about what to do when your account has been hacked.

Protecting You, Your Family and Friends

Talk about how you deal with bullies online. Learn what to do when people are being cruel behind a keyboard.

Getting Started with Online Banking

Get to know your local bank and learn about how to save money and send it to friends and family online.

Northern Guide to Online Dating

Everybody gets lonely! Get the information you need to stay safe while online dating.

Songs, Apps and Memes: Inuit Tradition Online

Try out different apps for improving your Inuktitut or Inuinnaqtun and talk about the best ways to access culture online.

Facebook

Learn how keep your information private, avoid annoying apps and protect your account from being hacked.

As you look through the workshop outlines in this guidebook you will find a few cues to help you plan your workshops.

SEARCH IT – When you see “SEARCH IT” hook up your computer to a projector and bring up your favourite search engine (e.g. Google.com). Ask the group to suggest words they might enter if they were searching for the information you are looking for. Keep following the links together until you find the info you need.

IQ – When you see “IQ” in this guide, this is an opportunity to ask an elder for guidance or to think about traditional advice that someone might have. Sure, some of the problems we have on the Internet are new, but there are quite a few

- like bullying, sharing knowledge or relationships – that traditional knowledge can help you solve.

DID YOU KNOW? – this is an opportunity to follow a link to a real-life story or example that might explain the topic at hand.

Workshop Outline: How does the Internet work?

Workshop Goal:

To help participants learn about the Internet and how information travels around the world.

Materials:

Projector
Screen
Extra Modem
Extra Router

Introduction:

Who uses Internet at home or at the library?
If you have Internet at home, which company do you use?
What happens when you connect to the Internet?
What do you do when the Internet isn't working?

For this workshop you could invite IT professionals from the GN or hamlet to help out.

What is connecting us when we connect online?

- How does information travel on the Internet? When I load a new photo onto Facebook, where does that photo go?
- To make it really simple, these are the basic steps that your photo would go through:
 - The photo travels from your computer to a community antenna (In most northern communities).
 - From the antenna, it goes up to a satellite that beams your photo down to a receiver in Yellowknife.
 - At that point your photo is sent through a fiber optic cable.
 - Then your photo travels all the way to a computer where Facebook stores the photo so that you and your friends can see it on your profile.
 - The computers where these photos are stored are huge. These storage computers are called servers and they are usually made up of many computers all linked together so that they can quickly deliver the information you want.

DID YOU KNOW? Facebook has gone Arctic! Since the computers that store your photos and information require constant cooling, Facebook has moved some of its biggest storage centers to [Lulea Sweden](#), just south of the Arctic circle where it's cold enough to keep the computers cool without expensive air conditioning.

SEARCH IT: To give participants an idea of the cables that make up this network, you can open up www.cablemap.info and look at the cables that connect Nunavut and Canada to the rest of the world.

With the map open, you can follow the route your data would take.

- When you ask for some information, like a photo on Facebook, this information makes the reverse trip, travelling from the storage computers through fiber optic cables to the satellite station in Yellowknife where it is transmitted up to satellites, which then sends it down to the community antenna, where your modem picks up the signal.
- These fiber optic cables link storage computers all over the world connecting continents by traveling over bridges and undersea.

DID YOU KNOW? Undersea cables are protected by special covers underwater. If you want to see what these cables look like, watch this video of a shark biting a fiber optic cable. <https://www.youtube.com/watch?v=XMxkRh7sx84>

- We can look at how it travels by sending out a trace route signal and following the connections
- <http://www.yougetsignal.com/tools/visual-tracert/>
- Select “Trace By Proxy” and the website will tell you how the information got from your computer to the “You Get Signal” website and then how it got from that website to anywhere in the world.

DID YOU KNOW? There is a huge fiber optic cable that connects Yellowknife to Edmonton. That’s where your data goes after it comes down from the satellite. http://www.nnsi.com/frames/newspapers/2012-06/jun1_12net.html

For this part of the workshop bring out the modem and router to pass around.

What is a modem and what does it do?

Pass around the modem and ask these questions

- Do you have a modem at home? If you do, where did you get your modem? How did you set it up? What does a router do?

At the end of the conversation you can use this explanation to go over the basics of about what a modem is for.

- Remember the community antennas that pick up the satellite signals, Qiniq manages these antennas.
- The modem sends out signals looking to make a connection with Qiniq’s antenna. When it makes the connection, it tells your computer that it is connected to the Internet. It is ready to send your data out to the antenna, up to the satellite, down to Yellowknife and out into the world.

- The router's other job is to convert the kind of signals your computer can understand into the kind of signals the Internet can understand.
- At the most basic level, the modem connects your house to the Internet.
- You can connect your computer straight to a modem but lots of people use a router to make this connection a little safer.

What is a router and what does it do?

Pass around the router and ask these questions

- Does anyone have a router at home? What do you use it for? Where did you get your router?

At the end of the conversation you can use this explanation to go over the basics of about what a modem is for.

- The main reason that people use a router so that many computers can connect to the Internet through the same modem using a WiFi network.
- But your router does more than that!
- Your router is like a door between your computer and the Internet.
- The router puts a password on the door so that only people who have the code can get in and out of your computer.
- For example, the router allows you to put a password on your Internet connection so that your neighbours can't use your connection without the password.
- It provides a barrier between your computer and the Internet so that it is more difficult for someone out there on the Internet to get into your computer.

Wrap Up

- If you are interested in learning more about how computers work, you might want to learn how to write the rules that tell computers what to do.
- If you want to tell computers what to do, design a new app or just understand computers better you should visit www.codecademy.com to learn some basic computer programming.
- Are there any other parts of the Internet that you are curious about?

Links:

Interested in Learning More About Computers?

Check out the Nunavut Code Club

<http://pinnguaq.com/index.php/en/services/nunvutcodeclub>

How does the Internet work? - YouTube video explanation

https://www.youtube.com/watch?v=C3sr7_0FyPA

Ted Talk on "What is the Internet, Really?"

https://www.youtube.com/watch?v=XE_FPEFpHt4

Workshop Outline: Protecting Your Computer

Workshop Goal:

To help users learn about how to protect their computers from spam, viruses and phishing online.

Materials:

Projector

Screen

Handout - How To: Update Your Operating System

Handout - How to: Take a Screenshot

Introduction:

This workshop is made up of two parts – protecting your online accounts and protecting your computer. In the introduction, ask how many people have computers. If none of the participants have computers, feel free to skip the last section on protecting your computer.

- Who owns a computer at home? Who uses computers at the library or at a friend or family member's house?
- Do you know anyone who had their computer or their accounts hacked?
- What happened? How did it get hacked? What did they do?
- Do you ever worry that you are visiting a fake website? What would you do to find out if something were real or fake online?

Pick a strong password

- The first thing you can do to protect yourself is to pick a good password and keep it secret.
- How do you choose a password usually? Do you use the same password for more than one account?

If it hasn't already come up in the conversation, mention these four factors that make a good password.

1. Long – twelve characters or more
 2. Random – not linked to your name, birthday, phone number or address
 3. Mixed – use upper and lower case letters
 4. Numbers – add a few numbers at the beginning or end or replace letters with numbers
 5. DO NOT USE THE SAME PASSWORD FOR ALL YOUR ACCOUNTS
- One useful way to pick a good password is to use Inuinnaqtun or Inuktitut words mixed with numbers
 - Using the Roman alphabet, you can pick a long word in Inuinnaqtun or Inuktitut word and add a few numbers and capitals, which makes it is easy to remember. For example, if you like geese, your password could be 100Uluagullik.

- Another trick to making a good password is to make up a sentence and then only use the first letters of each word in the sentence to make a password
For example: I love my four kids Dave Jerry Julia and Mary so much becomes – ilm4kDJJaMsm
- One more time – remember to use a different password for your email, banking and social media accounts. It's hard to remember them all but it goes a long way to keeping you safe.

DID YOU KNOW? *A woman in Ottawa had her email account hacked and hackers used it to send out hundreds of emails to all her contacts asking for money.*
http://www.nunatsiaqonline.ca/stories/article/65674hackers_send_out_bogus_plea_for_money_on_baffin_larga_managers_account/

Be Careful Opening Attachments

- How do you avoid opening an email attachment with a virus?
 1. Read the subject of the email before you click on it. If it sounds like something too good to be true, don't open it.
 2. If you do open the email, don't download the attachment unless you know what it is and who it is from.
 3. Some email accounts will scan your attachments for viruses, so if your email suggests that you shouldn't open the email, be very careful.
 4. Even if the email comes from someone you know, read the email to see if it sounds like something they would say. If it doesn't, ask them if they sent you any emails recently. Their account might have a virus that is sending emails to all their friends without their knowledge.

Never Login to Your Accounts From a Link

- Unless you have lost your password and asked a website to send you an email to reset your account, do not open any accounts from a link in an email.
- Instead, you should log into your account by typing the web address into your browser as usual.
- If you haven't specifically requested a password reset, be suspicious and avoid these links.

Watch out for scams

- If you receive an email that seems suspicious or too good to be true, be careful.
- One way to check if an email offer is a scam is to Google a few sentences of the email.

- Copy and paste the sender’s email address or the first few lines of the email in quotation marks and see what comes up. If it’s a scam, someone may have already written about it online.

SEARCH IT: Try googling this phrase - “the most important thing in my life now is to get a wife who will be my partner, who will be by my side and support each other” and you’ll find an example of a scammers letter online.

- Another option is to check a site like Snopes.com.

As a group you can look at the top scams on <http://www.snopes.com/fraud/topscams.asp>. This website tells the histories of these scams and have helpful examples of what they look like, making them easier to recognize. Their top scams include the Nigerian Scam, Foreign Lottery Scam, Secret Shopper Scam, Work at Home Scam and Family Member in Distress Scams.

- The most important part of preventing a scam is to trust your gut. If someone is pressuring you or trying to get you to make decisions or spend money right away, don’t respond. Take screen shots of any questionable emails or messages.

Ask if participants are familiar with taking screen shots. If they are, ask a participant to explain how it works. If screen shots are unfamiliar, take a look at the handout “How To: Take a Screen Shot” and give participants time to practice taking screen shots using these instructions.

Closing pop-ups safely

- You should always avoid suspicious websites, but once in a while you might accidentally click on a banner ad that triggers a whole bunch of pop-up ads
- If you are unsure how to close a pop-up without clicking on it, try closing it by looking for the program at the bottom of the screen and right clicking it to close or by using the task manager.

On the screen, open up the task manager by pressing Ctrl+Shift+Esc. Then press the “Applications” tab and select a task and close it by pressing “End Task”. On a Mac the process is similar but you press Command+Option+Esc to Force Quit applications.

Protecting Your Computer - Updating Your Operating System

- One basic step that can protect your computer from being hacked is to keep your operating system up-to-date.
- First, find out which operating system you use.
- Most people use Windows or Mac and some use Linux-based operating systems.

Participants can take a look at the handout with instructions on

“How To: Update Your Computer’s Operating System” and bring it home to try out on their computers. You can walk through the steps together on the projector. Better yet – ask the group to help you update the computers at the community Internet access site using the instructions.

Protecting Your Computer - Use a Router

If the group isn’t familiar with routers, turn to the section on what is a router in the “Internet Basics” workshop for an explanation.

- Another important part of protecting your computer is using a router.
- Routers protect you from strangers randomly accessing your computer or your Internet connection. If you have a router, make sure you use a strong password so that people passing by cannot steal your Internet.

Spam Prevention Quiz

As a group, bring up the Spam Prevention Quiz on a computer or on the projector.

http://fightspam.gc.ca/eic/site/030.nsf/eng/h_00212.html

It is a short quiz that will help participants get a sense of what is potentially suspicious or dangerous online. Note: The site runs slowly and may run too slowly for some connections.

Wrap Up:

In Cambridge Bay, some residents had experienced hacking and brought in computers to get help installing anti-virus software or resetting passwords on their Facebook and email accounts. When you are done the workshop, leave time to help people with computer security problems they are dealing with.

- Does anyone have any questions or problems they are dealing with right now?
- Has your computer or an online account of yours ever been hacked? What did you do?

Links:

Tips from the RCMP

<http://www.rcmp-grc.gc.ca/tops-opst/tc-ct/cyber-tips-conseils-eng.htm>

List of Common Cyber Security Threats

<http://www.getcybersafe.gc.ca/cnt/rsks/cmmn-thrts-eng.aspx>

Cyber Security Tip Sheet

<http://www.cira.ca/assets/Uploads/Cyber-Security-Tip-Sheet-Safe-Surfing.pdf>

Workshop Outline: Protecting You, Your Family and Friends

Workshop Goal:

To help users learn about how to keep themselves and others safe from bullies or trolls online.

Materials:

Projector

Screen

Handout - RCMP Cyberbullying: Delete it from your online life!

Handout - How to: Take a Screen Shot

Introduction:

Begin the workshop by passing around the quiz and letting participants look it over. Ask participants to look over the quiz and read it out loud.

- Would you answer “yes” or “no” to these questions?
- If you answered “yes” to any of the questions, you might have participated in cyber bullying.
- Sometimes we all do things without thinking, but even if you didn’t mean to do it, you could have really hurt someone.
- Does online bullying happen in your community?
- When people are bullied, does it happen on Facebook, by text messages, or by email?
- Has online bullying happened to any of your family or friends?
- What did you do about it? What did they do about it? What would you do if this happened to you?

What is cyberbullying?

- According to the Embrace Life Council, cyberbullying is the use of electronic communication to upset, threaten, or embarrass another person. It can happen via cell phones, text messages, email, social networking sites, websites or any other electronic technology. It can include put downs, insults, spreading rumours, sharing private information, photos, or videos, or threatening to do harm. It is always aggressive and hurtful, and sometimes happens repeatedly.

Ask participants if this seems like a good definition and if there is anything they would add to it.

- If you have been bullied, it is not your fault. Being bullied can happen to anyone.

DID YOU KNOW? Nunavut artist Tanya Gillis experienced online bullying when she took a stand to support the Inuit seal hunt. She talks about in an interview on “As It Happens” on CBC with Carol Off

<http://www.cbc.ca/asithappens/features/2014/04/03/inuit-sealfies-trend-leads-to-death-threats-for-throat-singer-tanya-tagaq/>

Once you are on the CBC page click "Listen" and the CBC player will pop up to hear the interview.

- So what can you do if a bully has selected you or your child as their target?
- The Embrace Life Council recommends that people who are targeted by a bully do four things

STOP: Don't try to reason with or talk to someone who is bullying you.

BLOCK: Use the block sender technology to prevent the person from contacting you again.

TALK: Tell a trusted adult, inform your school, use a help line and report it to the police.

SAVE: Save any instant messages or emails you receive from the person who is bullying you, or capture any comments that have been posted on the web.

Ask if participants are familiar with taking screen shots. If they are – ask a participant to explain how it works. If screen shots are unfamiliar, take a look at the handout "How To: Take a Screen Shot" and give participants time to practice taking screen shots using these instructions.

Taking a screen shot is one of the easiest ways to save images of cyberbullying that you can then show to a school or to the police.

How to block a bully on Facebook

- Blocking messages on your phone can be difficult because each phone is different but blocking on Facebook is much easier.
- Go to your account Settings.
- Click on "blocking".
- In the block user box, type the bully's username.
- When this is complete, this person will no longer be able to see things you post on your timeline, tag you in posts, invite you to events or groups, start a conversation with you, or add you as a friend.

Stop cyberbullying in our community

- We're going to watch a video about online bullying that gives a good example of what cyber bullying can be and what you can do about it.
- <https://www.youtube.com/watch?v=dX3mDsVixxk>
- What does the video recommend doing if you witness online bullying?
- 57% of the time, bullying stops within 10 seconds when a peer intervenes.
- Speak up! Don't let the situation get worse and don't be ashamed or afraid of retaliation from others!
- What would you say if you were the parent of the bully in the video?
- What can parents do to prevent bullying?

IQ: What would an elder say about bullying? Do you remember what people would have done when someone was bullying? How did people solve bullying out on the land? Can you use this approach today?

- Finally, what can you do if you know a child is a victim of bullying?
- The RCMP recommend that you talk to the child to let him or her know they can trust you.
- It is important to remember that the RCMP can only get involved in bullying incidents when there is evidence that direct threats, assaults, harassment or sexual exploitation have taken place.
- There are four steps that they recommend following
 1. Document the bullying: take screenshots of the negative comments or images.
 2. Report unwanted text messages to the bully's telephone service provider, or report cyberbullying to social media sites.
 3. Report the bullying to school administrators.
 4. Report criminal offences, such as threats, assaults, harassment and sexual exploitation to the local police detachment.

Conclusion

- Bullying is a community problem and, for it to stop, we all have to take a stand.
- If you witness online bullying stand up and say something. Remember, 57% of the time, a peer intervenes and bullying stops.

Links:

Mock Cyberbullying Trial

http://www.nunatsiaqonline.ca/stories/article/65674photo_students_hold_mock_cyber-bullying_trial_at_ncj/

Information about Embrace Life Council videos

http://www.nunatsiaqonline.ca/stories/article/65674new_anti-bullying_videos_put_local_faces_on_global_problem/

Cyberbullying Stats and Information

<http://mediasmarts.ca/background/cyberbullying-background>

Workshop Outline: Getting Started with Online Banking

Workshop Goal:

To have a realistic conversation about how to minimize the risks and maximize the benefits of online banking.

Materials:

Projector

Screen

Promotional material from nearby banks

Introduction:

For this workshop, it's a great idea to get in touch with your local banking institutions, for example RBC or First Nations Bank. You can invite them to speak at your workshop. Representatives are usually happy to discuss online banking with participants and can contribute their expertise along with pamphlets and free giveaways. If a representative can't come in person, they might be able to call on speakerphone or send information.

- Do you use your local bank? Do you use a different bank from outside the community?
- If you do, do you use online banking?
- What have you heard about online banking? Is it safe? What are the risks?
- Do you have any questions about online banking?

What is online banking?

- Online banking lets you log in to a private page with your banking information on it.
- From this page, you can pay your bills, see your account balance, and send and receive money.
- No one else can access this page and it can help you keep track of the money you earn.
- This can be really useful since many communities have limited or no banking services.

At this point, it is great to have the help of a banking representative to help participants learn how to register for accounts. If participants already have online banking set up, you can skip this part.

- Does anyone know how to set up an online bank account?
- With what bank do you have an account?
- Find your current bank's website.

In Cambridge Bay, most residents use RBC. This guide will explain how to set up an account with RBC. Logging onto online bank accounts on public computers

can be unsafe, so instead of helping participants sign up for online banking, you review the bank's website so that they can enroll later at home or at a bank.

- To enroll in RBC's online banking program click "enroll now".
- Then follow the steps by filling out the required information and pressing continue.

RBC's Online Banking Setup

1. RBC Client Identification
2. Personal and Product Security Questions
3. Online Banking Profile Setup
4. Congratulations

Protecting your online bank account

- One important part of online banking is keeping it safe.
 - Online banking is very secure but only if you take some precautions.
1. Never tell anyone your password.
 2. Make sure that the password you use for online banking is different from the password for all your other accounts.
 3. Make sure that the "remember my password", "memorize password" or "autocomplete password" option is turned off on your browser.
 4. Never leave the computer with your online banking account open.
 5. When you are finished banking, always sign out and close the browser.

DID YOU KNOW? Your bank will never request your account number or password in an email. If you receive an email requesting your account number or password you should call your bank to confirm that the email is official before taking any steps or responding.

How to pay bills online

- If you already have an online bank account, you can use it to pay bills.
- To find out whether or not you can pay a bill online with RBC, you can search for the payee through this link.

<http://www.rbcroyalbank.com/online/online-bill-payees.html>

SEARCH IT: As a group, participants can look up bills that they would like to pay to find out if they are registered and can be paid online.

- For example if you search "Nunavut Power Corp" you will find that you can pay bills from this company online. https://www1.royalbank.com/cgi-bin/rbaccess/rbunxcgi?_ga=1.118785801.1226529601.1410477793

How to set up direct deposit

- Direct deposit payment means that your paycheck is deposited directly into your account at midnight on payday.

- Most employers offer the option to use direct deposit.
- It can help you save money because you can set up an automatic transfer into your savings account every time you get paid.
- To set up direct deposit, participants can print out this form:
<http://www.rbcroyalbank.com/products/deposits/pdf/Payrol-Direct-Deposit-EN.pdf>
- If you already have an online banking account, a personalized version can be printed out by following these steps:
 1. [Sign In to Online Banking](#).
 2. Click on any of your accounts.
 3. Select “View and Print Payroll Direct Deposit” from the left navigation.
 4. Select the account you want to deposit your payroll to from the dropdown menu, then click on “View and Print” and your customized form will be presented to you.
 5. Simply print, sign and submit a copy to your employer’s payroll department and your part is complete!

SEARCH IT: Online banking is helpful because the federal government is switching to direct deposit for tax refunds, pensions and most other services. Sign up and find out which ones you qualify for here: <http://www.tpsgc-pwgsc.gc.ca/recgen/dd/res-canada-eng.html>.

Conclusion

If a representative from the bank came to join the group, this is a good time to thank them for their contribution.

Ask the group if there are any further questions or specific problems with online banking that they might need help with.

Links:

Royal Bank – Iqaluit, Cambridge Bay, Rankin Inlet
<http://www.rbcroyalbank.com/personal.html>

First Nations Bank – Baker Lake
<http://www.fnbc.ca/>

Workshop Outline: Northern Guide to Online Dating

Workshop Goal:

To talk about online dating so that participants are more comfortable asking for help in a dangerous situation and taking safety precautions.

Materials:

Projector
Screen
Markers
Chart Paper
Digital Camera

Introduction:

Start the workshop off by advertising that at the end of the workshop there will be an opportunity for participants to have their photo taken for their profile . Feel free to get creative. For example, in the spring or summer you could go out on the land to take photos.

- Online dating is more common than it used to be, almost one quarter of all Canadians have tried online dating at some point.
- Do you know anyone who has tried online dating? What have you heard about it?
- Have you ever tried online dating? What websites do you use?

Picking the right dating website

On chart paper, make a list of all the websites people use. Ask participants to tell you what they have heard about each of the websites. You can write these things down on the chart paper.

- Generally dating websites that you pay for like match.com or eHarmony are more likely to turn into long-term relationships and free dating websites like Plenty of Fish or OKCupid are used for casual relationships.
- It's important to pick the kind of site that matches your goals for a relationship.

SEARCH IT: You can find out if the dating site you are using is safe by searching for reviews like this one. <https://soulmates.theguardian.com/blog/advice/free-vs-paid-online-dating-sites#.VBmqZC5dVc8>

How to stay safe online

- Have you ever heard of anyone getting hurt because they used an online dating site? What would you do?
- It's important to be careful with online dating because you are dealing with a stranger.

- How do you protect your personal information when you talk to strangers? What information do you give out?

DID YOU KNOW? Since 2012 there have been 1460 complaints in Canada about romance scams. Romance scams are incidents where someone pretends to have a romantic relationship with you online in order to steal your money or identity. It could happen to anyone. Many scammers are experts and know exactly what to say and how to make themselves look legitimate.

Visit this website as a group to watch a video about romance scams made by the Ontario Provincial Police

<https://www.youtube.com/watch?v=AxyMBOQU6iM>

Afterwards, scroll to the bottom to look at the picture. It has good tips on how to identify and avoid romance scams.

- No matter how charming and romantic the man or woman you met is, you don't really know them until you have met in-person.
- Never send money to someone who you met online.
- To protect your identity, you should be cautious about sharing your full name, phone number, email or address.
- It might feel safe giving out this information because it seems unlikely that someone would travel so far north if they had bad intentions, but the more immediate danger is that they will use this information to steal your identity or get access to your accounts.
- If someone is pressuring you into revealing your personal information, you might want to slow down the relationship.

SEARCH IT: If you want to learn more about how to stay safe when online dating, check out this site. <https://www.getsafeonline.org/protecting-yourself/online-dating/>

How to stay safe on a date away from home

- What should you do to stay safe if you are going to travel to meet someone?

Give the group time to discuss and come up with ideas that you can write down on chart paper

- Here are some tips for traveling to meet someone you met online from match.com

<http://www.match.ca/cp.aspx?cpp=/cppp/corp/safetytips.html&lid=4>

1. Stay in a hotel – check into your own room and don't stay in the other person's home. If you can't afford a safe place to stay, you shouldn't go.

2. Use a taxi or rental car to get to and from the airport - don't depend on your date to provide transportation. It isn't a good idea to get into the vehicle of someone you've never met.
3. Keep your hotel confidential – the person you are meeting should respect your privacy. Don't tell them where you are staying until you have met once and trust one another.
4. Inform your friends and family – tell someone where you are going, who you will be meeting and when you'll be back.

Wrap Up

- Online dating is fun and exciting but it is important to stay safe.
- Choosing the right online dating site can protect you from romance scams and ensure that you and your potential partners have similar expectations.
- Does anyone have any questions or want help setting up their online dating profile?

Links:

Nunavut Inuit exposed to human trafficking, child exploitation

http://www.nunatsiaqonline.ca/stories/article/65674human_trafficking_child_exploitation_happening_in_nunavut_report/

Dating Diaries: Do You Know What You're Getting Into – Frank descriptions and advice about popular online dating platforms

<http://www.thegridto.com/timewasters/dating-diaries/do-know-what-youre-getting-into/>

Workshop Outline: Songs, Apps and Memes: Inuit Tradition Online

Workshop Goal:

To promote the use of traditional language apps and traditional knowledge resources online.

Materials:

Projector

Screen

Handout - Traditional Language Apps

iPad, iPhone or tablet*

It's a good idea to download one version of all the apps you want to present in advance as a demo because it can take several hours to complete a download.

*Some of the apps in this workshop are only available on Mac devices and some are only available on Android.

Introduction:

When promoting this workshop it is important to ask users to bring their own devices and let them know whether or not iPads or iPhones will be provided.

- Learning your traditional language is really rewarding but it can be really hard too.
- Do you think using an app to learn a language be easier than talking to someone? Why? Or would it be harder? What makes it harder?
- What do you want to learn about apps for traditional languages?
- There are apps for dialects all across Nunavut. Do you want to learn dialects of Inuktitut from different parts of Nunavut or focus on the local dialect?

Apps:

For this part of the workshop, focus on apps that are most relevant to the language and culture of your community. Before the workshop, it's a good idea to ask local language experts if any new apps have been released and do some online research.

All Dialects of Inuktitut

Tusaalanga

<https://itunes.apple.com/ca/app/tusaalanga/id491243426?mt=8>

- Created by the Piruvik Centre in Iqaluit
- Operates on: Apple Devices
- This app supports all the dialects of Nunavut
- It has a large glossary, grammar lessons and dialogue and practice
- It includes recordings of words so that you can remember how to say them
- Choose the dialect by looking in the “settings” of your device
- Scroll to the bottom and pick the language you want to learn

Important! Check the operating system your iPad/Phone uses. This app has trouble with iOS 7.

Inuinnaqtun

Inuinnaqtun

<https://itunes.apple.com/ca/app/inuinnaqtun/id816086735?mt=8>

- Created by Yamózha Kúé Society
- Operates on: Apple Devices
- This app has lots of games and quizzes to help you learn Inuinnaqtun
- It's great for kids
- It isn't easy to find, if you can't follow the link try searching "Inuinnaqtun" in iTunes app store

Inuktitut

Singuistics

<https://itunes.apple.com/ca/app/singuistics/id766106494?mt=8>

- Created by Pinnguaq
- Operates on: Apple Devices
- This app teaches Inuktitut through traditional songs
- The illustrations are by Nunavut artists such as Jolly Atagoyuk
- You can listen to the songs and learn the root words of new vocabulary
- When you've learned a song you can record it and send it to a friend

Inuktitut Naqittautit

<https://itunes.apple.com/ca/app/inuktitut-naqittautit/id993521673?mt=8>

- Created by Piruvik
- Operates on: Apple Devices
- This app allows you to write Inuktitut in syllabics or roman orthography on your iPhone or iPad

Canadian Aboriginal Keyboard

<https://play.google.com/store/apps/details?id=klye.plugin.cr>

- Created by Honso
- Operates on: Android Devices
- This app allows you to type in Inuktitut on your Android phone or tablet

Inuktitut Apps from Nunavik

DID YOU KNOW? These apps were all developed by Thomassie Mangiok from Ivujivik, Nunavik. Read the story of this Inuit app developer at http://www.nunatsiaqonline.ca/stories/article/65674nunavik_graphic_artist_promotes_online_use_of_inuttit/

Inuit Unikkausiliurusingit

<https://itunes.apple.com/us/app/inuit-unikkausiliurusingit/id858076282?mt=8>

- Created by Thomassie Mangiok
- Operates on: Android Devices
- This app is only in Inuktitut syllabics
- It tells a story about Inuit traditions with mini games and activities
- Fun for all ages

Sunaunaa?

<https://play.google.com/store/apps/details?id=com.pirnoma.apps&hl=en>

- Created by Thomassie Mangiok
- Operates on: Android Devices
- This is a game only in Inuktitut syllabics
- The game teaches vocabulary and literacy skills

Kisitsitiit

<https://play.google.com/store/apps/details?id=com.pirnoma.thomassie.kisitsitiit>

- Created by Thomassie Mangiok
- Operates on: Android Devices
- This is a game to help youth practice math skills in Inuktitut

If possible, help participants find and download the apps they are interested in trying. Depending on the internet connection, it might be best for participants to download the apps at home.

Wrap Up:

Invite participants to try out the apps and ask if they have questions.

Show participants how to review the apps online to tell developers they are doing a good job and give them feedback so they know what to improve.

- Which apps are you interested in?
- Are there any apps that you wish you could have?

If you want to make an app or a website about your culture, get in touch with Nunavut code club <http://pinnguaq.com/index.php/en/services/nunvutcodeclub>

Links:

Inuit App developer Thomassie Mangiok

http://www.nunatsiaqonline.ca/stories/article/65674nunavik_graphic_artist_promotes_online_use_of_inuktitut/

Singuistics

http://www.nunatsiaqonline.ca/stories/article/65674learn_inuktitut_by_singing_with_homegrown_nunavut_software/

Upcoming App

http://www.nunatsiaqonline.ca/stories/article/65674new_inuit-language_app_makes_learning_fun_for_little_ones/

Workshop Outline: Facebook

Workshop Goal:

To guide participants through a conversation about their vision of what a healthy online community looks like and how to create it.

Materials:

Projector

Screen

Handout – Social Media Tip Sheet

Introduction:

Facebook privacy settings change constantly so it is a good idea to check over the privacy settings on Facebook before you begin. Blocking or privacy settings may have changed.

- What do you use Facebook for? Do you use it to get news? Stay in contact with loved ones?
- Is Facebook safe for kids? Who should use Facebook?
- What kinds of things should you do on Facebook? Is there anything you shouldn't do?

Young people on Facebook

- What is a good age for kids to start using Facebook?
- What is good about kids using Facebook?
- What might be bad?

- Myths – using the Internet is dangerous because youth might be seduced by a sexual predator they meet online
- Fact – young people are much more likely to be bullied or harassed by people they already know on social networks

- How much is too much time online?
<http://www.cbc.ca/news/canada/saskatoon/too-much-screen-time-creates-health-risk-for-children-1.2753497>
- What could happen if young people spend too much time online?
- What can you do to keep yourself and your kids safe on Facebook?

Privacy

- Be careful about what you post on Facebook.
- Facebook makes money by selling your information to advertisers and marketers so the more information you give away the more money they make.

- This video shows how much Facebook knows about the people who use it: <https://www.youtube.com/watch?v=kJvAUqs3Ofg>
- Police and employers sometimes check Facebook and make judgements based on what they find there.
- Even the government can look at your Facebook profile.
- Child welfare advocate Cindy Blackstock found that the federal government had been following her Facebook profile. <https://www.youtube.com/watch?v=fJ0H0vJTxkk>
- If you want to post something on Facebook, double check the settings to see who you have shared that item with.

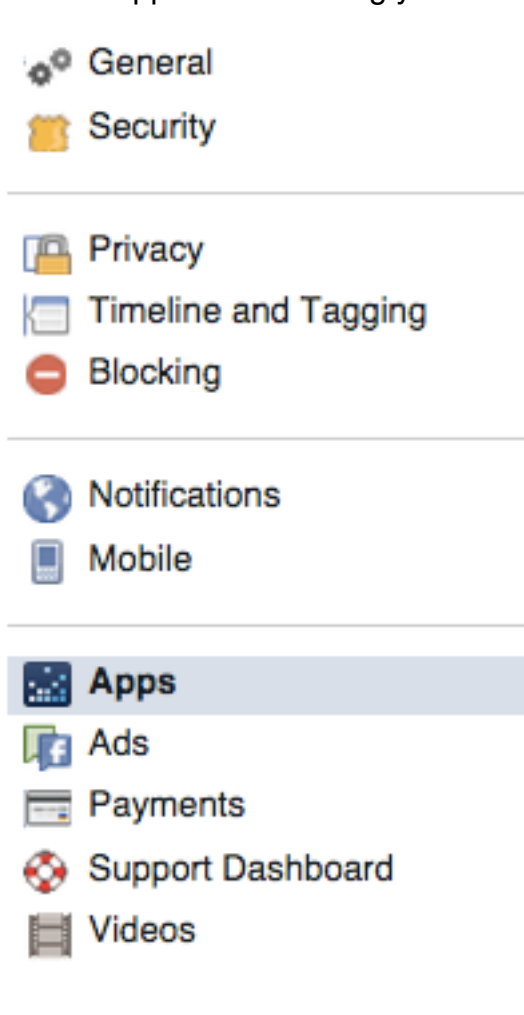
For this part of the workshop it is a good idea to use a Facebook account—your own or an organization’s—so you can click through the options as a group. If your group is small enough, each user could change the privacy settings on their own account.

- How do you check your privacy settings?
- Facebook has a video available about how to check your privacy settings: <http://vimeo.com/105198517>



- Click on “See More Settings”.
- The first option you might want to change is who can find your account using a search engine.
- If you want your account to be visible to strangers who search your name or contact information, leave your account public. This will allow search engines to link to your profile.
- Look through the options so that you are comfortable with the information you are sharing with your friends and the public.

- Check the apps that are using your information.



- If there are apps you no longer use or do not wish to share information with, you can delete them or change the level of information shared with these apps.

Bullying

- Has anyone you know experienced bullying or harassment on Facebook?
- What should you do if this happens?

Facilitate a discussion about what bullying is on Facebook and what can be done about it. If any of the following points don't come up in the discussion, you can bring them up at the end. If technological solutions like blocking are suggested, ask if someone can show the group how to block or unfriend someone on Facebook.

- Report the behavior to Facebook.
- Block or un-friend the contact who is bullying or harassing you.
- Always log out of your account.
- Change your password and keep it private.

Hacked

- Do you know anyone whose Facebook account has been hacked?
- What did they do? How do you get your account back?
- What should you do if you think your account has been hacked?
- Visit Security Settings and check your “Activity Log” and look for suspicious activity or purchases you did not make.

Security Settings

Login Notifications	Get notified when it looks like someone else is trying to access your account.	Edit
Login Approvals	Use your phone as an extra layer of security to keep other people from logging into your account.	Edit
Code Generator	Use your Facebook app to get security codes when you need them.	Edit
App Passwords	Use special passwords to log into your apps instead of using your Facebook password or Login Approvals codes.	Edit
Trusted Contacts	Pick friends you can call to help you get back into your account if you get locked out.	Edit
Trusted Browsers	Review which browsers you saved as ones you often use.	Edit
Where You're Logged In	Review and manage where you're currently logged into Facebook.	Edit

[Deactivate your account.](#)

-
- Check your Security Settings and look at “Where You’re Logged In”.
- Close any Facebook sessions that are unfamiliar or look suspicious.
- If you think your account has been hacked, change your password and notify Facebook.
- Always be cautious when using apps on Facebook. The more apps you use the greater your security risk.

Wrap Up

- Sometimes you don’t want to block or delete someone but you don’t want to see their posts anymore.
- Instead, you can choose to un-follow them.
- They will never know that you have un-followed them but their status updates and photos will not appear in your newsfeed anymore.

To learn about un-following watch this video

https://www.youtube.com/watch?v=5_U4itdcy3M

- For people you want to stay in close contact with, maybe someone who is far away, you can click “close friends” and you will receive more of their notifications in your news feed.
- Does anyone have any other questions about Facebook?
- Is there anything you need help with on Facebook?

Links:

Facebook’s Family Safety Centre

<https://www.facebook.com/safety>

Myths & Facts About Sexual Predators Online

<http://www.psychologyinaction.org/2010/12/13/online-sexual-predators-myths-and-facts/>

What Facebook Knows – Facebook

<http://www.technologyreview.com/featuredstory/428150/what-facebook-knows/>