

ENGLISH TEXTBOOK FOR OLDER ADULTS

Prepared by
COLL-OYA CONSORTIUM





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INTRODUCTION

The COLL-OYA project, funded by the Erasmus+ KA220 program, aims to enhance digital social inclusion for older adults by collaborating with young adults to improve their English language and digital skills. It involves partners from Turkey, Poland, and Spain and focuses on increasing the digital literacy of older adults through joint teaching and tailored learning opportunities. The project promotes European citizenship identity and active participation of older adults in society by sharing knowledge and skills between generations.

The project encourages older adults to actively participate in the digital world and supports their social inclusion by teaching them English using practical examples of international situations and digital technologies. The project brings together two generations: digital natives, young adults, who are proficient in English and digital skills, and older adults, who have limited knowledge of these areas.

Various activities are included in the project, such as developing an Online Learning Management System and an English Textbook for Older Adults. The 'Manual for Trainers' is designed to guide trainers on effectively applying content-based instruction methodology tailored to older adults' pace, abilities, and needs. It aims to increase digital social inclusion, provide tailored learning opportunities, develop digital skills, enhance trainer skills, promote cooperative learning, foster European citizenship identity, empower older adults in the ageing process, and facilitate the transfer of knowledge.

The target audience for the manual includes language trainers working with older adults, older adults with low English proficiency and an interest in learning languages, and those with little or no knowledge of ICT needing to enhance their technological knowledge and digital literacy. The project addresses digital skills and language barriers crucial for promoting social inclusion, enhancing digital literacy, and bridging the digital divide among older adults. By combining language learning with digital skills training, the project prepares older adults to actively participate in the digital society of the 21st century.

MODULE 1: INFORMATION AND DATA LITERACY

Summary

Amidst the ever-changing landscape of modern technology, the concept of literacy in the 21st century is undergoing a profound and dynamic transformation. Mastery of literacy in today's digital era demands more than just a basic understanding of technology; it necessitates a multifaceted repertoire of knowledge, skills, attitudes, and values finely tuned for the deliberate, insightful, and collaborative utilization of information and communication technologies.

Within this contemporary paradigm, proficiency transcends mere familiarity with digital tools; it encompasses the ability to deftly navigate, critically evaluate, and seamlessly synthesize vast volumes of data and digital content to fulfil a spectrum of user objectives. This holistic framework embodies the core tenets of information and data literacy, striving to empower adult learners not only in honing their digital proficiencies but also in enriching their linguistic aptitude in the English language.

This transformative journey equips individuals with the essential tools and insights to thrive in an increasingly interconnected world, where the mastery of digital literacy serves as a gateway to success and empowerment. Through a blend of practical skills development and theoretical understanding, participants emerge poised to navigate the complexities of the digital landscape with confidence and efficacy, enabling them to seize the myriad opportunities afforded by the digital age while fostering lifelong learning and growth.

Learning Objectives

In this unit, learners can...

- navigate web pages effectively, using menus, links, and browser features,
- employ appropriate search strategies to refine search results.
- utilize filtering techniques to refine and narrow down search results.
- evaluate and analyse digital content, such as articles, videos, podcasts, or online language learning resources.
- assess the credibility, accuracy, and appropriateness of digital content.
- enhance language learning experiences to use digital resources effectively.
- have a basic knowledge of English words used while browsing the Internet
- Create and share digital content using appropriate language structures and vocabulary.

Introduction

"Information and Data Literacy" refers to the ability to find, understand, and use information effectively. "Information" means facts or knowledge that we can learn from books, websites, or other sources. "Data" is information that is collected and stored. Being "literate" in these areas means having the skills to navigate, evaluate, and interpret information and data, allowing us to make informed decisions and solve problems in the digital world.

1.1. Browsing, searching and filtering data, information and digital content

Welcome to the world of the Internet! This module is designed to help adult learners like you navigate and explore the vast resources available online. Whether you're looking for information, entertainment, or connecting with others, understanding the basics of browsing the Internet will empower you to make the most of this incredible tool. Let's get started!

Having basic digital skills, including information and data literacy, word processing, and internet browsing, is crucial at any stage of one's career journey. Developing a professional online profile and building an online curriculum vitae are also important qualifications that should not be undervalued, even for adults over 55 years of age. Social networking sites are increasingly becoming important means of creating a professional presence. However, building and maintaining an influential online profile enriched with text and images may not be straightforward for low-skilled individuals. Many adults face the essential need to acquire digital skills to avoid the risk of digital exclusion (Faure, 2020).

Have you ever used a search engine such as Google or Bing to search for specific information? Was it useful? Was it easy to use? What other ways are there that you can use

to browse the Internet? In this section, you will be presented with some ways to browse the web and some tips you can follow to use digital sources effectively and correctly.



Below, you will find a few essential terms that we consciously or unconsciously use with our smart devices.

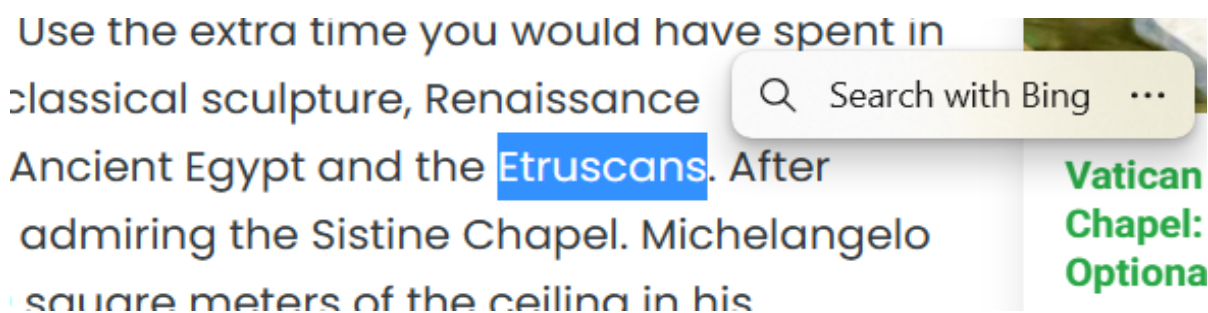
	1. Browsers: A browser is a software application that allows you to access and view websites. Popular browsers include Google Chrome, Mozilla Firefox, and Microsoft Edge. To open a browser, simply click on its icon on your computer's desktop or taskbar.
	2. Address Bar: The address bar is where you enter the website's address or URL (Uniform Resource Locator). For example, www.google.com is a URL. Simply click on the address bar, type in the desired website address, and press Enter or Return to load the webpage.
	3. Search Bars: Search bars are typically found on search engine websites like Google, Bing, or Yahoo. They allow you to search for information by entering specific keywords or phrases. For instance, if you're looking for a recipe for apple pie, type "apple pie recipe" into the search bar, and the search engine will provide you with relevant results.

	4. Search Engines: Search engines are powerful tools that help you find information on the Internet. They collect and index web pages from all over the web, making it easier for you to find what you're looking for. Google is the most widely used search engine, but there are others like Bing, Yahoo, and DuckDuckGo. Simply visit the search engine's website, enter your query in the search bar, and hit Enter or click the search button.
	5. Hyperlinks: Hyperlinks are clickable text or images on a webpage that takes you to another webpage or resource when clicked. They are often underlined or displayed in a different colour to distinguish them from regular text. For example, if you're reading an article and come across a hyperlink that says "click here for more information," you can click on it to be taken to the referenced webpage.
	6. Bookmarks: Bookmarks are a handy feature that allows you to save and easily access your favourite websites. When you find a webpage you want to revisit later, you can bookmark it by clicking on the bookmark icon in your browser or using the shortcut Ctrl+D (Command+D on Mac). This way, you can quickly return to that webpage without having to remember the address.

With these tips, you now have a basic understanding of how to browse the Internet. Remember to use the address bar to enter specific website addresses, utilize search engines to find information, and click on hyperlinks to explore related content. Don't forget to bookmark your favourite websites for easy access in the future. Happy browsing, and enjoy your time online! Let's explore the intricacies of browsing the Internet.

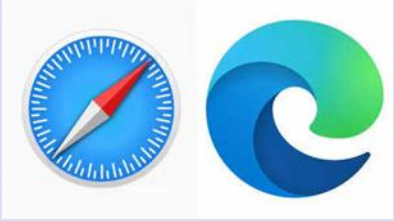
When we encounter a new word while browsing a website, finding its definition is easy! One simple way is to select the word with your mouse or finger and right-click (or long-press) on it. Then, choose the "Search" or "Look up" option that appears. A pop-up window will display the word's meaning from an online dictionary. Another option is to type the word directly into

a search engine, followed by the word "definition." This will provide you with instant access to various definitions and explanations. Exploring the meaning of unfamiliar words has never been simpler!



A web browser is a software application that allows you to access and view websites on the Internet. There are many different types of web browsers available, including popular ones like Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge. These browsers usually have features like history tracking, bookmarking, and tabs that make it easier to browse. Each browser has its unique features and capabilities, so it's important to choose one that meets your needs.

Target English Words in the Spotlight	
	Bookmarks are a handy feature that allows you to save and easily access your favourite websites. When you find a webpage you want to revisit later.
	Search engines are powerful tools that help you find information on the Internet.

	Search bars are typically found on search engine websites like Google, Bing, or Yahoo. They allow you to search for information by entering specific keywords.
	A browser is a software application that allows you to access and view websites.
	The address bar is where you enter the website's address or URL (Uniform Resource Locator).

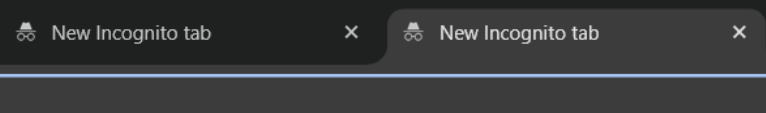
Exercise: Browsing

Now, type 'money' and observe the results in the "images" section. Then, open a new tab and type "money" again, but this time in your native language. Compare the results in the images section to see the differences in the results based on the preferred language.

Web browsers have many features that make it easier to browse and interact with websites. Some common features include history tracking, which keeps a record of the websites you visit, bookmarking, which allows you to save your favourite websites for easy access, and tabbed browsing, which lets you open multiple web pages in a single window. Browsers also have search bars to help you find information quickly, and privacy settings to control how your data is collected and used. These are just a few of the many features that browsers offer to make your internet experience more enjoyable.

Opening new tabs in a web browser is a handy way to have multiple websites open at the same time. To do this, you can use a few simple methods. First, look for a button that looks like a plus sign (+) or a tab with a "+" symbol in your browser's toolbar. Click on it, and a new tab will appear. Another way is to press the "Ctrl+T" keys on your keyboard. You can also

right-click on a link and select "Open link in new tab" from the menu. Opening new tabs helps you switch between websites quickly and efficiently, making your browsing experience more convenient.

Target English Words in the Spotlight	
	A "tab" in a browser is like a separate space where you can open different websites all in one window.
	An "incognito tab" is a special tab that keeps your internet activities private by not saving things like history or cookies.

Safe search is an important feature in a search engine that is designed to help adults over 55 years of age browse the internet more securely. It works by filtering out explicit or inappropriate content, keeping you protected from unwanted images or websites that may be unsuitable or offensive. With safe search enabled, you can explore the vast realm of information on the internet without worrying about stumbling upon things you don't want to see. It's like having a digital shield that ensures your online experience remains safe, enjoyable, and free from any unpleasant surprises. So, remember to turn on safe search and surf the web with peace of mind!

Microsoft Bing Search the web 

Settings

SEARCH
COUNTRY/REGION
LANGUAGE
HOMEPAGE
PERSONALISATION

SEARCH

SafeSearch

☐ Strict
Filter out adult text, images and videos from your search results

☒ Moderate
Filter adult images and videos but not text from your search results

☐ Off
Don't filter adult content from your search results

[Still seeing inappropriate content?](#) ▼

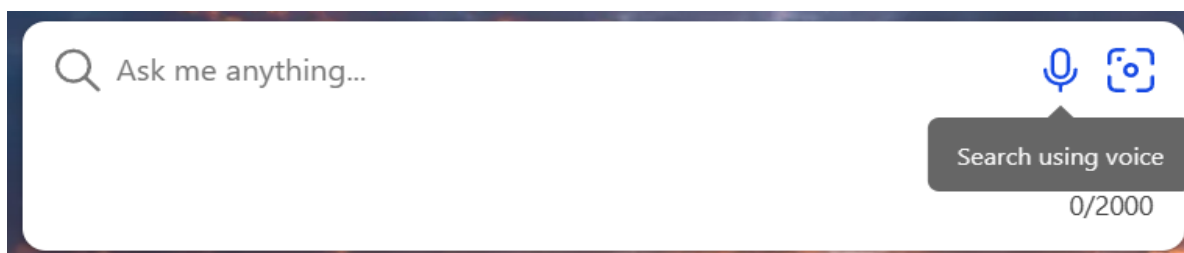
Location

Enter your city and state or postcode. We use your location to show you more relevant search results.

City, State / Zipcode

Example: Des Moines, IA or 50301

Searching for information using voice commands in a browser is easy. To start, open your browser and make sure the microphone on your device is enabled. Then click on the microphone icon in the search box (see the image below).



Then, simply say the keyword or question you want to search for. For example, say "What is the weather today?" or "Tell me about famous scientists." The browser will process your voice command and display relevant search results. You can also use specific commands like "Open website "ABC" or "XYZ" or "Search for images of football players." Remember to speak clearly and wait for the browser to respond before speaking again. Voice commands make searching the Internet hands-free and accessible for everyone from young adults to older adults.

Target English Words in the Spotlight	
	A keyword in browsing is a word or phrase that you type into a search engine to find information on the internet.

A keyword in browsing is a word or phrase that you type into a search engine to find information on the internet. It's like a special word that tells the search engine what you're looking for. When you enter a keyword, the search engine shows you a list of web pages that match that word or phrase. Keywords help you find the specific information you need quickly and easily.

Exercise: Exploring Voice Browsing and Basic English Skills

Open your browser and click on the microphone icon. Give the prompt for obtaining the weather forecast in a city you will visit soon. Type: “weather in Istanbul today” in your language and then write the same prompt in English. Compare the results.

When you search for something using a search engine, you may get many results. To find the most relevant information, you can filter the results. Here are some steps to do this:

- Use specific keywords: Use specific and descriptive words in your search to get more accurate results.
- Use advanced search options: Many search engines have advanced search options that let you narrow down your results by date, language, or location.
- Sort by relevance: Most search engines automatically sort results by relevance, but you can also choose to sort them by date or other criteria.
- Check the source: Look at the source of the information to make sure it’s reliable.
- By following these steps, you can filter your search results to find the most relevant and trustworthy information.

Exercise: Filtering the results

Open the search engine and type “World Cup”. See the results, and then customize your search by location and date. For instance, write the following prompts:

Refine your search by saying: World Cup in Qatar in 2022

To search for videos in a web browser, you can use a search engine like Google or Bing. Here are the steps to do this:

- Open a web browser and go to a search engine like Google or Bing.
- Type in your search terms in the search bar, along with the word “video” to specify that you’re looking for videos.
- Press enter or click the search button to see the results.
- Browse the results to find videos that match your search terms. You can click on a video to watch or visit the website where it’s hosted.
- By following these steps, you can easily find and watch videos using a web browser.

Exercise: Refining search results

Open the search engine and write COVID-19 restrictions and rules during international flights. See the results, and then customize your search by time. Eliminate outdated information in the results and use the most current one.



Exercise

Using your browser, find some images to celebrate Father's or Mother's Day.

Search here:

Choose one picture and have a screenshot so that you have only the picture but not other details.

Save the picture in your gallery

Send it through WhatsApp.

Exercise

- Open the search box and write one keyword to search for. For instance: tennis
- See the results.
- Extend your search by adding another word related to it. For instance: 'tennis court'.
 - Choose a video related to your search: players at tennis court
 - Compare the differences in the results

Exercise

Open your search box to find answers to the following questions in English:

The highest mountain in the world

The longest word in English

The longest river in your own country

Exercise

Find the website of a popular news organization and share three headlines.

1.2. Evaluating data, information and digital content

Evaluating data, information, and digital content" refers to the process of carefully examining and judging the quality, reliability, and usefulness of the information we find online. In the world of digital literacy, it's important to develop skills that help us determine whether the information we come across is accurate, credible, and relevant.

When evaluating data, we need to check if it comes from reliable sources, such as reputable websites, experts, or trusted organizations. We should also consider the date when the data was published or updated, as outdated information may not be reliable anymore.

Similarly, when evaluating information or digital content, we need to be critical thinkers. We should ask ourselves questions like: Does the information make sense? Is it supported by evidence? Are there any biases or opinions involved?

Being able to evaluate data, information, and digital content is crucial for making informed decisions, avoiding misinformation, and protecting ourselves from scams or false claims. By practising these skills, we become more confident and knowledgeable digital citizens who can navigate the online world responsibly.



Cookies are small text files that a website saves on your computer or mobile device when you visit the site. They are used to remember your actions and preferences over some time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

Cookies can be used for a variety of purposes, such as authentication, personalization, analytics, and advertising. Authentication cookies can be used to keep you logged in to a website, personalization cookies can be used to remember your language preference or the items you have added to your shopping cart, analytics cookies can be used to track your browsing activity on a website, and advertising cookies can be used to track your browsing activity across multiple websites and serve you targeted advertising.

Cookies can be classified into two types: first-party cookies and third-party cookies. First-party cookies are created by the website that you are visiting. Third-party cookies are created by

a third-party website, such as an advertising network. You can control how cookies are used on your computer or mobile device by adjusting your browser settings. You can choose to block all cookies, allow only first-party cookies, or allow all cookies.

Exercise: About cookies

Visit the links below to find detailed answers to the following questions. You can search on the web for more resources.

What information can cookies hold?

Is it obligatory to accept cookies?

Can cookies be dangerous and how?

How do cookies work?

How long do cookies last?

How can I delete cookies?

Some links and resources:

<https://www.kaspersky.com/resource-center/definitions/cookies>

<https://www.trendmicro.com/vinfo/us/security/definition/cookies>

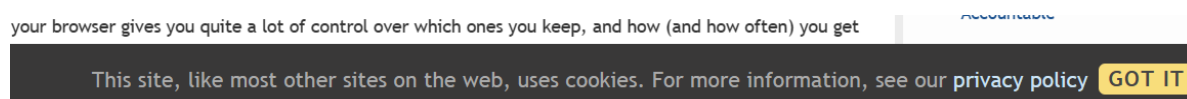
<https://support.google.com/accounts/answer/61416?co=GENIE.Platform%3DAndroid&hl=en>

Cookies are small text files that websites place on your device when you visit them. They serve as a way for websites to remember information about you and your browsing activities. Most cookies are harmless and help improve your online experience, but there are some types of information that cookies can store that might be considered potentially dangerous.

For example, cookies can remember your login details, such as usernames and passwords, if you choose the "Remember Me" option on websites. If someone gains access to your device, they could potentially use this information to log into your accounts without your permission.

Cookies can also track your online behaviour and collect data about your preferences, interests, and browsing history. This information is often used by advertisers to display personalized ads. While this may not be directly dangerous, it raises privacy concerns and can lead to targeted advertising and potentially intrusive profiling.

It's important to note that most reputable websites use cookies responsibly and take steps to protect your data. However, to stay safe, it's a good practice to regularly clear your cookies, use strong and unique passwords, and be cautious when sharing personal information online.



Target English Words in the Spotlight



Cookies are small text files. Websites place them on your device when you visit them. They remember information about your browsing activities.

Adults need guidance to assess whether the information they come across online is useful and trustworthy. They should learn to check if the content is up-to-date and if it comes from reliable sources like well-known websites or experts in the field.

To verify facts online, they can use other reliable sources as a way to double-check the information they come across. Here's how they can do it in simple terms:

- a) Search for multiple sources: Look for information on the same topic from different websites or sources. If the facts align across various trusted sources, it increases the likelihood of accuracy.
- b) Cross-reference with reputable websites: Check if well-known and reliable websites like government agencies, educational institutions, or established news organizations support the information. These sources often have a reputation for fact-checking and providing reliable content.

- c) Consult experts or professionals: Seek out the opinions or statements of experts in the field related to the information. Experts can offer valuable insights and credibility to help verify the facts.
- d) Fact-checking websites: Utilize fact-checking websites that specifically investigate and verify claims. These sites often provide accurate information and debunk false or misleading claims.

FALSE

(**International:** [Australia](#)): Australia has announced plans for mass injections of mRNA vaccines into livestock.

[AP News](#) rating: **False**

[Australia hasn't announced 'mass injections' of mRNA vaccines for livestock](#)

Exercise: Fact or Fake Hunt

Duration: Approximately 20 minutes

Materials Needed:

- Computers or laptops with internet access for each participant

Instructions:

1. Introduction (3 minutes):
 - Recognize the importance of fact-checking in your online activities.
 - Consider the potential impact of misinformation on your understanding and decision-making.
 - Understand the significance of critical thinking and trustworthy sources when assessing information online.
2. Fact Check Exercise (15 minutes):
 - Use your computer or laptop to search for a specific claim provided below.
 - "Eating chocolate every day improves memory and cognitive function."
 - "A new study suggests that drinking coffee reduces the risk of heart disease by 30%."

- "Climate change is a natural cycle and not influenced by human activity."
 - "Social media platforms are selling user data to third-party companies without consent."
 - "Vaccines cause autism and other developmental disorders."
 - Review the claim or article either verbally or through a handout.
 - Analyze the information quickly and assess its credibility.
 - Remember to check the source, cross-reference details, and seek supporting evidence or expert opinions.
 - Utilize fact-checking websites or search strategies you've learned previously to aid your evaluation.
3. Self-Reflection (2 minutes):
- Take a moment to reflect on your findings and conclusions.
 - Consider what influenced your judgment about the credibility of the claim.
 - Address any questions or uncertainties you encountered during your evaluation.
4. Wrap-up and Personal Application (2 minutes):
- Summarize the key takeaways from this exercise.
 - Reflect on the significance of fact-checking in your daily life and how you plan to apply these skills moving forward.

Disinformation is false or misleading information that is deliberately spread to deceive people. It is like "fake news" that aims to trick and manipulate others. Disinformation can be shared through various sources, such as social media, websites, or even in conversations. Its purpose is to create confusion, manipulate opinions, or promote certain agendas.

As adults over 65 years of age, it's important to be aware of disinformation because it can be particularly harmful. Disinformation might involve health advice, financial scams, or political claims, targeting older adults who may be more vulnerable to manipulation. To protect ourselves, we should always verify information from reliable sources, like trusted news outlets, government websites, or reputable experts. Being critical thinkers and questioning the source, evidence, and motives behind the information we come across can help us avoid falling prey to disinformation and make informed decisions.

To tackle the spread of false information online, here are a few simple things we can do:

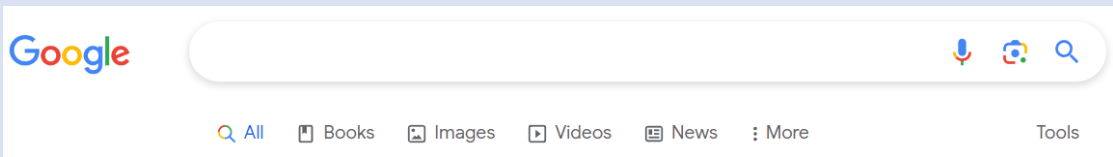
1. Verify before sharing: Before sharing any information, take a moment to verify its accuracy. Double-check the facts by searching for reliable sources or fact-checking websites that can confirm or debunk the information.



2. **Be sceptical:** Don't believe everything you read or see online. False information often spreads quickly, so it's essential to approach any unfamiliar or shocking claims with scepticism. Look for evidence and multiple sources to support the information.
3. **Share responsibly:** Only share information that you are confident is accurate. By sharing false information, even unintentionally, you contribute to its spread. Think before you share, and consider the potential impact it may have on others.
4. **Report false information:** Many online platforms have mechanisms for reporting false or misleading content. If you come across such information, report it to the platform or website administrators. This helps them take appropriate action and reduces the visibility of false content.
5. **Educate others:** Raise awareness about the importance of fact-checking and critical thinking. Share tips on how to identify false information and encourage your friends and family to verify facts before sharing. By spreading knowledge, you can contribute to a more informed online community.



Target English Words in the Spotlight

	
	Search across all available content
	Search for books
	Search for images
	Search for videos
	Search news
	Voice search
	Camera search

Another essential aspect of managing data is maintaining consistency in naming files. For instance, when saving documents, use descriptive and clear names that indicate the content. Instead of naming a file "Document1" or "Untitled," use a meaningful title like "Vacation Itinerary" or "Monthly Budget."

Moreover, you can create a designated folder for your digital entertainment, such as music and videos. Within this folder, you can have subfolders for different genres or artists. For example, you can have folders for "Rock Music," "Classical Music," or "Favourite Artists." This way, you can easily find your favourite songs or movies whenever you want to enjoy them.

Remember, managing data is all about creating a system that works best for you and your unique needs. Regularly organizing and maintaining your digital files will not only save you time but also reduce stress when searching for specific information or memories. Embrace the digital filing system, and let it be your digital assistant in keeping your data tidy and accessible.

Exercise

Step 1: Create a Folder Structure

- 1.1. Begin by creating a new folder on your desktop or in your Documents folder. Name it "Family Photos" or any other category you prefer.
- 1.2. Inside the "Family Photos" folder, create subfolders for different events or occasions, such as "Birthdays," "Vacations," "Holidays," "Special Events," etc.
- 1.3. Take a few minutes to think about the types of photos you have and create subfolders accordingly. For example, if you have many vacation photos, you can create subfolders for each destination.

Step 2: Organize Photos

- 2.1. Locate your digital photos on your computer, and start copying or moving them into the appropriate subfolders you created in Step 1.
- 2.2. Pay attention to each photo's content and place it in the folder that best represents the event or occasion captured in the image.
- 2.3. As you organize the photos, you can also rename them with more descriptive titles, such as "John's Birthday Party" or "Paris Vacation 2022."

Step 3: Delete Duplicates and Unwanted Photos

- 3.1. While organizing, you might come across duplicate photos or images that you no longer need. Take a moment to delete these duplicates or unwanted photos to keep your collection clutter-free.

Step 4: Create Backup

- 4.1. To ensure the safety of your digital photos, create a backup of the "Family Photos" folder. You can copy it to an external hard drive, or a USB flash drive, or upload it to a cloud storage service like Google Drive or Dropbox.

Step 5: Maintain Your Organized System

- 5.1. As you add new photos in the future, continue to organize them into the existing folder structure. This habit will help you keep your collection well-organized and easily accessible.



Managing Digital Content: Imagine your digital devices as treasure chests filled with valuable content. To manage digital content, treat your device's storage like compartments in the treasure chest. For example, you can have a "Videos" compartment for movies and a "Music" compartment for songs. By organizing your digital content, you can quickly access the files you want and avoid clutter.

As you continue managing your digital content, it's essential to periodically declutter and review your treasure chest. Just like treasures can accumulate over time, so can unnecessary files on your devices. Take some time to go through your folders and delete duplicates, old files you no longer need, and items that no longer hold value. This cleansing process will not

only free up valuable storage space but also ensure that you keep your digital content organized and relevant.

Remember, managing digital content is an ongoing process, much like curating a personal collection. As you acquire new content, take a moment to sort it into the appropriate compartments and maintain your well-structured system. Embrace the role of a digital curator, and your treasure chest of digital content will continue to bring you joy, efficiency, and the convenience of accessing cherished memories and valuable resources at your fingertips.

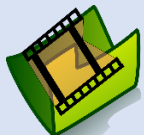
Managing Information: Imagine the internet as a vast library with countless books. When managing information, you become a skilful librarian, sorting through books to find the most reliable and relevant ones. Similarly, while browsing the web, be critical of the information you find. Verify the source's credibility and consider multiple perspectives to make well-informed decisions.

As you navigate the web, be mindful of the sources you encounter. Not all websites and articles are created equal, and it's crucial to verify the credibility of the information before accepting it as truth. Consider the author's credentials, the publishing date, and whether the website represents a reputable organization. Beware of biased sources or those with questionable motives, as they may present information in a misleading or one-sided manner. As a skilful librarian of information, you have the power to filter out unreliable sources and prioritize those that provide accurate and well-supported insights.

Just like in a library where different books offer varying perspectives on a topic, the internet provides a vast range of opinions and viewpoints. Embrace the role of an open-minded reader, willing to explore multiple sides of a story. This approach allows you to gain a broader understanding of complex issues and make well-informed decisions. When encountering conflicting information, take the time to critically analyze the evidence and consider the credibility of each viewpoint. Remember, being a skilful librarian of information is not about blindly accepting one perspective but rather embracing intellectual curiosity to explore diverse viewpoints and form balanced opinions.

In the digital age, managing information is not merely about acquiring knowledge but also about honing your ability to think critically and engage with the world thoughtfully. By adopting the mindset of a skilful librarian, you empower yourself to navigate the vast online library effectively, discern fact from fiction, and make informed choices that contribute to your personal growth and understanding of the world around you. So, let your digital library adventure begin, and may you always find wisdom in the books of the internet!

Target English Words in the Spotlight

	Folder: You can arrange pieces of information in a well-organized cabinet. You categorize digital files into folders on your computer.
	Music folder: You can put all your music files in this folder.
	Video folder: You can put all your video files in this folder.
	Image folder: You can put all your photos in this folder.

Mastering File Organization: From Chaos to Clarity



Discover the three types of file organization methods and unlock the key to efficiently managing your digital data with ease and confidence.

Chaotic Storage: Imagine your digital files scattered around your room, like toys randomly tossed on the floor. Chaotic storage is similar to this messy situation, where files are saved without any order or organization. It can be confusing and time-consuming to find specific files when needed, just like searching for a favourite toy in a messy room. To avoid chaotic storage, try to create folders for different types of files, like photos, documents, and music. This way, you can neatly arrange your files and quickly find what you're looking for.

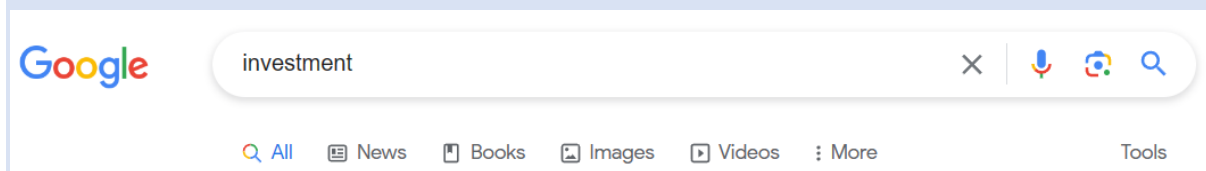
Mass Dumping: Picture a huge pile of clothes dumped into a laundry basket without any sorting. Mass dumping is like that—throwing all your digital files into one folder without any structure. This can lead to a jumbled mess of files, making it difficult to locate anything. To avoid mass dumping, take a moment to sort your files into relevant folders. For example, create separate folders for work-related documents, family photos, or favourite songs. This will help you keep things organized and easily accessible.

Hierarchy Structure: Imagine building a pyramid with different layers, starting from the base and going up. A hierarchy structure follows a similar idea, where files are organized in a pyramid-like arrangement. You have a main or root folder at the top, and within that, you create subfolders for more specific categories. For instance, your main folder could be "Personal Files," and inside that, you can have subfolders like "Vacation Photos," "Bills," and "Recipes." This hierarchical structure makes it easy to navigate through your files systematically, just like finding the right level in a pyramid.

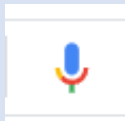
Target English Words in the Spotlight

Exercise 1.

Instructions: Now, discuss the functions in the image below. Do you know the definitions of the words in the image in your native language?



Exercise 2. Match the icons with their names.

		Search by text
		Search by voice
		Search by image
		Search videos
		Search engine
		Safe Search
☐ Strict Filter out adult text, images and videos from your search results ☒ Moderate Filter adult images and videos but not text from your search results ☐ Off Don't filter adult content from your search results		Bookmark
		Search
		New Tabs

Exercise 3. There are some rumours below. Search the web or X (Twitter) and decide if each rumour is true or false. Consider the credibility of the sources.

Rumour 1. Celine Dion is flying to Africa next week.

Rumour 2. Tesla will shut down all its factories in 2024.

Rumour 3. India is to change its capital city soon.

Rumour 4. Trump said on his X account: "I will donate all my money to families in need all around the world."

Exercise 4.

Instructions: Choose the correct option.

Question 1: What should you do to visit a website at a later time?

- a. Press the "back" button on your browser.
- b. Bookmark the website by clicking on the "star" sign.
- c. Share the website link on social media.
- d. Refresh the webpage multiple times.
- e. Click on the "plus" sign on the website.

Question 2: What should you do to open a new tab?

- a. Click on the "star" sign on the website.
- b. Single-click on the website's logo.
- c. Double-click on the website's logo.
- d. Close the current window.
- e. Click on the "plus" sign on the website.

Question 3. What is one way of safe search on the Web?

- a. Click on random links.
- b. Share personal information with strangers.
- c. Use a reliable search engine.
- d. Download files from unknown sources.
- e. Ignore security warnings.

Questions & Answers

1. To open a new tab, do I need to restart the browser?

No, you don't need to start the browser again to start a new tab. There are several ways to start a new tab in a browser. Here are a few of them: (1) Menu bar: Click on the File menu and select New Tab. (2) Tab button: In the top-left corner of the browser window, there is a button with a plus sign on it. Click on this button to start a new tab. (3) Right-click on a link: Right-click on a link and select Open in the new tab.

2. If I want to visit a web page at a later time, should I click on the "plus" sign on the website?

No, clicking on the "plus" sign on a website typically opens a new tab. To visit a web page later, you can use the bookmarking feature discussed earlier. Look for the star icon, and the word "Bookmark," or press "Ctrl+D" on your keyboard to save the webpage and easily access it again in the future.

3. For "safe search" on a browser, the only thing I can do is to visit official websites. Do you agree with this statement?

No, that statement is not accurate. "Safe search" on a browser refers to a feature that filters explicit or inappropriate content from search results. It helps to ensure that the search results are more suitable and safer for users. While visiting official websites can generally provide reliable and trustworthy information, safe search goes beyond that by filtering out potentially harmful or explicit content from search results, regardless of the website's official status. So, safe search helps maintain a safer browsing experience by filtering content across various websites, not just limited to official ones.

4. You can only search by text on Google. Do you agree with this statement?

No, that statement is not accurate. While text-based searches are the most common and widely used method on Google, it also offers other search options. For example, Google supports image-based searches, where you can use an image to find related information or similar images. Additionally, Google allows you to search by voice, making it possible for users to search by speaking their queries instead of typing them.

5. Is social media an ideal place to access authentic information on the web?

Social media platforms are not generally considered ideal places to access authentic information on the Web. While social media can provide a wealth of information, it is important to approach the content on social media with caution. The nature of social media allows for the rapid sharing and dissemination of information, but it also makes it easier for misinformation, rumours, and unreliable sources to spread quickly. Therefore, it is advisable to verify the information obtained from social media first through credible sources.

6. When I read content on an online news website, there is no reason to doubt its accuracy.

It is not accurate to say that there is no reason to doubt the accuracy of content on an online news website. While many online news sources strive for accuracy, misinformation and biased reporting can still exist. It is always important to approach online news critically, cross-check information with reliable sources, and consider the reputation and credibility of the news outlet. Being cautious and evaluating information is essential in the digital age.

7. How can I organize my files and folders effectively on my computer?

A: To organize your files, start by creating specific folders for different types of content, such as "Documents," "Photos," "Music," and "Videos." Within each folder, you can further categorize files based on dates, topics, or projects. Don't forget to use descriptive file names to make it easier to find what you need. Regularly delete or move files you no longer need to avoid clutter.

8. What is the importance of backing up my data, and how can I do it?

A: Backing up your data is crucial to protect against data loss due to device malfunctions or accidents. To create a backup, you can use external storage devices like USB drives or external hard drives. Alternatively, you can utilize cloud storage services to store your files securely online. Set a schedule for regular backups, so you always have an updated copy of your important files.

9. How can I search for specific files on my computer?

A: Most operating systems have a built-in search function that allows you to find files based on keywords or specific criteria. On Windows, you can use the search bar in the File Explorer. On Mac, you can use the Spotlight search feature. Simply type in the name or keywords related to the file you are looking for, and the system will display relevant results.

10. How can I manage the storage space on my digital devices effectively?

A: Managing storage space is important to ensure your devices function smoothly and have enough room for new content. Start by regularly checking the storage capacity of your device to see how much space is available. Delete any unnecessary files or apps that you no longer use. You can also transfer large files, like photos and videos, to an external storage device or cloud storage to free up space. Consider using compression tools for bulky files to reduce their size without compromising quality. Additionally, organizing your files into folders and deleting duplicate files can help optimize storage space on your device.

Video links for information and data literacy

https://www.youtube.com/watch?v=erZ3IyBCXdY&ab_channel=BRIGHTSIDE

<https://www.youtube.com/watch?v=g2AdkNH-kWA>

<https://www.youtube.com/watch?v=gfPujXtQgwc&t=149>

<https://www.youtube.com/watch?v=uSnpAnhV2Jo>

MODULE 2: COMMUNICATION AND COLLABORATION

Summary

Meaningful intergenerational relationships flourish on the bedrock of effective communication and collaboration between older adults and younger generations. At the heart of these relationships lies a deep reservoir of mutual respect and understanding, where older individuals cherish the vitality and innovative spirit of the youth, while the younger cohort reveres the seasoned wisdom and experience of their elders.

Central to nurturing these bonds is the art of active listening, a practice that demands unwavering attention and engagement without interruption, ensuring that both parties feel genuinely heard and valued. Within this receptive atmosphere, an openness to novel perspectives and ideas not only sparks creativity but also enriches both generations' understanding of the constantly evolving world around them.

Cultivating shared interests, exchanging knowledge, and exercising patience are essential facets of fostering enduring connections. Leveraging technology as a tool for communication bridges generational divides, while extending unwavering support during challenging times cements familial bonds. Establishing collective family objectives provides a common purpose and strengthens intergenerational ties.

Transparent dialogue about expectations serves as a pre-emptive measure against conflicts, fostering an environment of harmony and understanding. Recognizing and celebrating the unique dynamics of each intergenerational relationship underscores the importance of embracing differences and committing to mutual growth and well-being, ensuring that these bonds endure and flourish across generations.

Learning Objectives

In this unit, learners can...

- Understand new technologies.
- Gain skills in using communication tools.
- Understand generational differences.
- Develop online communication skills.
- Develop an understanding of online safety.
- Engage in interaction through practical exercises.
- Learn creative use of technology.
- Learn how to troubleshoot technical problems.
- Progress monitoring.
- Promote intergenerational dialogue.
- Use communication tools

Introduction

The modern world increasingly depends on digital skills, which have become a key tool for communication and collaboration. Regardless of age, the ability to use modern technology is becoming increasingly important. In particular, building communication bridges between older adults and young people is not only important but also essential for the development of society.

Older adults, who may not be as familiar with modern technology, often find it somewhat difficult to connect and collaborate with the younger generation. However, this is where digital skills can play a key role. Older adults who acquire these skills can benefit from increased independence, learning opportunities and access to information. On the other hand, young people can use their digital skills to help older adults overcome technological barriers. Learning together, sharing knowledge and having the patience to learn how to use new technologies can help build stronger bonds between generations. Later in this text, we will discuss concrete examples of how digital skills can serve as a tool to improve communication and cooperation between older adults and young people. We will show what benefits can be achieved through this synergy of generations, and what challenges can be overcome.

2.1 Interacting through digital technologies

Achieving digital skills is key to effective communication and collaboration between older adults and young people in today's digital world.

Exercise: Digital technologies

Think about the importance of using digital technologies to build relationships and communicate. Describe whether you use the same channels of communication with people of all ages.

Here are some of how digital skills can help improve communication and collaboration:

1. Online communication: Online communication refers to the exchange of information, messages, or data between individuals or groups using digital platforms or the Internet. Older adults can learn to use different communication platforms such as email, text messaging, Skype or Zoom to keep in touch with younger family members, friends or work colleagues.
2. Online communities: The Internet offers many online communities that allow older adults to meet people with similar interests. They can join discussion groups, online forums or social media to make new contacts and share their experiences.
3. Sharing information: Older adults can learn to use file-sharing tools such as Google Drive or Dropbox to easily share photos, documents and other information with younger people.
4. Online learning: For older adults who would like to develop themselves, there are many opportunities for online learning. They can take online courses, and webinars or use learning platforms to develop their skills and knowledge.
5. Using mobile apps: Mobile apps are software applications designed to run on mobile devices such as smartphones and tablets. Older adults can also learn to use mobile apps that make everyday life easier, such as banking apps, maps, online shopping or healthcare apps.
6. Online safety: Along with learning how to use the Internet, older adults should also be educated about online safety. This includes learning to recognize threats such as online fraud, phishing or malware attacks.
7. Technical support: younger people can help older adults with technical problems and provide support when needed. This could be their grandchildren, children or staff helping older family members.

8. Sharing knowledge: the younger generation can share their digital knowledge and skills with older adults by organizing workshops or training sessions.
9. Adaptation to individual needs: It is important to adapt the learning and collaboration process to the individual needs of older adults, taking into account their pace and level of digital sophistication.

Communication and cooperation between generations can bring many benefits, including mutual understanding, maintaining family and social ties and learning and growing together. Digital skills are a key tool to achieve these goals in today's world.

Target English Words in the Spotlight	
	Mobile apps are software applications designed to run on mobile devices such as smartphones and tablets.
	Online communication is the exchange of information, messages, or data between individuals or groups using digital platforms or the Internet.
	Online safety means protecting yourself, your personal information, and your devices from potential risks and threats while using the internet.

2.2. Sharing through digital technologies

Sharing through digital technologies plays a huge role in the modern world, enabling the easy and rapid exchange of information, files, content and data. Here are some of how digital technologies enable sharing:

1. **File sharing:** Sharing files refers to the act of transferring or providing access to digital files, documents, or data from one user or device to another. Digital technologies make it easy to share files such as documents, photos, videos or music. This can be done using cloud services such as Dropbox, Google Drive or Microsoft OneDrive, which allow you to store and share files online.



<https://blog.internxt.com/dropbox-alternatives/>

Digital technologies	Description of the tool
	Dropbox is a popular online storage service. It lets you keep different types of files, like documents and photos, in the cloud. This means you can access your files from any device with an internet connection. Key features: Save files online to access them from different devices. Changes made on one device automatically update on others. Share files publicly or privately for collaboration.

	Keep a history of changes and restore earlier versions if needed. Use mobile apps on iOS and Android to manage files on phones and tablets. Dropbox ensures data security with features like two-factor authentication and encryption. There's a free version with limited storage, and paid plans offer more space and extra features. A tool for creating and sharing documents in real time.
Google Drive 	Google Drive is a top cloud service. It offers many useful tools for creating content, saving files, and working with a team. The interface is easy to use. It's free, but keep in mind that using it may mean less privacy for your data. Google is the best option if your main focus is file sharing and collaboration. Almost everyone uses Google, making it an extremely popular option.
Internet	Internet is a safe and private option like Dropbox. It keeps your files fully encrypted and is open-source. Only you and selected people can access your files, ensuring privacy. The Internet interface is elegant and works on all devices. It offers photo sharing and file transfer. It's an affordable alternative for those who prioritize security and privacy. The free 10 GB plan has all premium features.

 	The Internet is excellent for handling confidential or sensitive information. Your data will stay encrypted and shared only with specific colleagues.
	pCloud is a new cloud service with good security. It lets you store and share files easily. It's affordable, with a free option, but some features are not free. It automatically backs up your files, which is handy if you forget. The interface is not as easy as others, and it doesn't work as well with different apps. pCloud has lifetime plans, which is good if you don't want monthly payments. However, it lacks some features unless you pay extra, and the free plan has limits.
Sync.com 	Sync.com is a small and affordable service. It works well with Windows and macOS. It's not as fancy as some others, but it's good enough. It's getting better for working together, and it has tools for teams. You can use it without the internet sometimes. It's a simple and cheap option if you want to stop using Dropbox.

Microsoft OneDrive 	Microsoft OneDrive is a big name in cloud services. Many people and groups like using it. It works well with Windows and Office 365, and it looks very professional. It's easy to use Microsoft apps together. OneDrive has good photo features, and it's easy to work together with others. The free space you get isn't anything special, and it doesn't have strong privacy features. But it's reliable, and it gives good help, making it a good choice for students, workers, and those who use Microsoft Office a lot. It's a nice option instead of Dropbox.
Icedrive 	Icedrive is like a different Dropbox. It has special software that makes it act like a hard drive on your computer. This helps it be fast and easy to use. While it looks good, it's not as simple as Dropbox and has fewer features. Icedrive is secure with special encryption. Keep an eye on it as they add more features.
NordLocker 	NordLocker, created by the same company as NordVPN, is a good option if you want more privacy with your files, like Dropbox. It works well with Dropbox and keeps your data safe. You can use it on different devices without needing an app. NordLocker is simple and easy to use, with a safe and secure design. Your files are encrypted, but it doesn't have two-factor authentication. If you already use Nord products and care a lot about security, NordLocker is a good choice for you.

Target English Words in the Spotlight



Sharing files means transferring or providing access to digital files, documents, or data from one user or device to another.



Dropbox is a cloud-based file storage service that allows users to store and share files and folders online.



Google Drive is a cloud-based file storage and synchronization service provided by Google. It allows access to files from various devices.

2. Sharing content on social media: Social media platforms such as Facebook, Twitter, Instagram or LinkedIn allow users to share content, such as photos, posts or videos, with other users or publicly.

Social media are media, available primarily on the internet and mobile devices, that enable the exchange of information between users. It is a media that combines technology, telecommunications, and social interaction with images, text and sound.

Unlike traditional media, social media are distinguished by two-way communication. Previously, the contact between the medium (TV) and the recipient (customer) was more of a monologue. It has now evolved into a dialogue between the addressee of the message (e.g. content, photo, video) and its recipient (liking, commenting).

In addition, social media provides ease of user interaction, widespread access to creators, ease of modifying content on the portal and speed of delivery of information from around the World.



<https://e-pasje.pl/social-media-media-spolecznosciowe-co-to-jest-jakie-mozliwosci-daje-prowadzenie-kanalu/>

Let's break down the two components of the term:

- The first component 'social' - means providing a way for people to communicate with each other, and interact with each other, but also to build relationships, make friends and exchange interests, and share and pass on any information or news from the World.
- The second component, 'media' - refers to the technological plane on which user needs are realized. In the traditional sense, 'media' includes the press, radio and television. The media also include all ways of communicating with one another, whether it is through signs, the written word, the spoken word, a telephone call, an e-mail message or photographs.



<https://www.dobreprogramy.pl/zmiany-na-facebooku-i-instagramie-dotyczajace-nieletnich,6836796722498240a>

When looking for user-generated definitions of social media (social media), it is impossible not to quote a definition from Wikipedia.

"Social media" are media, available primarily on the internet and mobile devices, that enable the exchange of information between users. It is a media that combines technology, telecommunications, and social interaction with images, text and sound. How information is interacted with and presented depends on the point of view of the users and the content that communities share (stories and experiences)."

Thus, social media aim to create networks and relationships, creating databases of material and content: text, audio, video and photos, and sharing them with others. In addition, they enable a multidirectional exchange of experiences, opinions and views by their users (likes, ratings, comments).

The characteristics outlined define a very wide range of services¹ :

- blogs and microblogs (e.g. Twitter),
- social networks (e.g. Facebook, Instagram, TikTok, LinkedIn),
- content communities (e.g. Wikipedia, YouTube),
- virtual social worlds (e.g. Second Life).

¹ <https://e-pasje.pl/social-media-media-spoecznościowe-co-to-jest-jakie-możliwości-daje-prowadzenie-kanalu>

Target English Words in the Spotlight	
	Clicking "Share" means you're reposting or forwarding content to your profile or others.
	Clicking "Like" is a way to show appreciation or approval for a post without leaving a comment
	Clicking "Comment" means you're adding your thoughts or responses to a post.

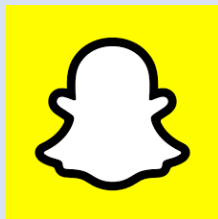
Social media are online platforms or applications that allow users to create, share and interact with content and other users online. The main features of social media are as follows:

- Profile creation: Users can create their profiles, where they upload information about themselves, photos and other personal data.
- Content sharing: Users can share a variety of content, such as photos, videos, posts, articles and comments, by sharing them with their circle of friends or publicly.
- Social interaction: Social media enables interaction between users, which includes likes, comments, sharing and reactions to other users' content.
- Tracking content and people: Users can follow other profiles and pages to keep up to date with their activity and the content they publish.
- Communication: many social media offer communication tools such as private messages, chats, instant messaging and video conferencing.
- Creating communities: Social media allows for the creation of communities with similar interests and goals, where users can discuss, share information and build relationships together.
- Advertising and promotion: Social media platforms are also used by companies and brands to promote their products and services, reaching their target audience.
- Content storage: Social media often store user content on their servers, making it easy to access from different devices and locations.

Popular social media platforms include Facebook, Instagram, X (formerly Twitter), LinkedIn, Snapchat, TikTok and several others. Social media has become an important part of many people's online lives, enabling them to build relationships, share information and express their opinions on a variety of topics.

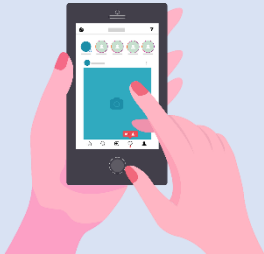
Facebook 	Facebook is one of the largest and most popular social media platforms in the world. It was founded in 2004 as a social networking platform. Since then, it has become one of the most important social networks in the world. Users can create their own profiles, where they upload information about themselves, photos and other personal data. Facebook is for staying connected with friends and family. You can make friends, send messages, and show you like things with comments and likes. Users can share a variety of content such as photos, videos, posts and links to share with their friends or publicly. Groups and events: Facebook allows users to create thematic groups and organize events. This allows users to connect around common interests and activities. Facebook offers tools to advertise products and services through paid advertising campaigns. Facebook Messenger is a communication tool that allows you to send text messages, voice messages, pictures and video conferencing. Privacy and security issues: Facebook has become the subject of discussions regarding the privacy of user data and the spread of misinformation. This caused the platform to introduce security measures.
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X (Formerly <i>Twitter</i>) 	X is a social networking platform and microblogging service that allows users to publish short messages called 'posts'. Here is a brief description of X: The main feature of X is posts, which are short messages with a limited number of characters (280 characters). This makes the content concise and quick to read. Users can follow other users and receive their posts on their home screen. This allows them to follow interesting topics, people or events. X has popularized the use of hashtags, which help group news on specific topics. Hashtags make it easier to find content related to a specific issue.  Users can tag other users by adding an '@' in front of their name. This allows you to mention a particular person or reply to their post. Users can share (repost) other users' posts, which helps to spread content and communicate with a wider audience. In addition to public posts, users can also send private messages (DMs) to others. X (formerly <i>Twitter</i>) allows you to build a network of contacts by following other users (followers) and being followed by others (following). Companies, celebrities and media use X as a marketing tool to promote their products, services and content and to communicate with customers or fans.
Instagram	Instagram is a social media platform that mainly focuses on sharing photos and short visual videos. Here is a short Instagram feature:

	Instagram focuses on visual content, allowing users to publish photos and short videos, known as 'posts'. Each user has a profile where he or she uploads photos, descriptions, profile pictures and other information about himself or herself. Stories: Instagram allows users to create short videos or photos that are visible for 24 hours, which are called 'Stories'. This tool is often used to report on current events and daily life. The IGTV feature allows longer videos to be shared, making Instagram also a platform for publishing video content. Similar to X, Instagram uses hashtags to group content related to a specific topic. Likes and comments: Users can express their appreciation for posts by clicking 'likes' and leaving comments. Direct Messages: Instagram also allows communication through private messages, called 'Direct Messages' (DMs). Advertising: Companies can use Instagram as an advertising platform, promoting their products and services with sponsored posts and stories. Filtering and editing: Instagram offers photo editing and filtering tools to improve the quality and aesthetics of published content.
Snapchat 	Snapchat is a social media app that focuses on sharing short videos and photos, often only available for a short period. Here is a short Snapchat feature: The main feature of Snapchat is 'snaps', which are short videos or photos that can be shared with your contacts. Snaps can last from a few seconds to a few minutes and are only available for a short time after they are opened.

	Snapchat has introduced a 'Stories' feature that allows users to create sequences of short videos and photos, available to their contacts for 24 hours. Snapchat offers various tools for editing and filtering content, allowing you to add effects, text and drawings to your snaps. In addition to snaps, users can have private conversations via 'Chats', which also have the option to disappear after reading. Snap Map allows users to share their location with their contacts, allowing them to track where their friends are. Snapchat has introduced popular real-time filters (Selfie Lenses) that allow users to change the appearance of their faces when taking selfie photos. Snapchat allows you to create avatars called 'Bitmoji' and use them in snaps and messages. Users can add other users by scanning their Snapcode or entering their username.
TikTok 	TikTok is a social media app for making and watching short videos, usually 15 to 60 seconds. Users create content like dance, humour, or challenges. Key features: Users pick from a big music library to sync with their videos. TikTok offers tools, filters, and effects for creative video editing. Users make videos following a trend and challenge others to join. Users can like, comment, and share videos, building connections. TikTok suggests personalized content using algorithms. This feature lets users respond creatively to existing videos. Users can broadcast live for real-time interaction.

	TikTok is popular among young users for entertainment and communication. TikTok ensures safety by moderating content, especially for younger users.
LinkedIn 	LinkedIn is a social platform for work and careers. Users make profiles with their job history, education, skills, and accomplishments. Users link with work contacts to build a professional network. Users get recommendations and confirm others' skills. LinkedIn helps with job searches and recruiting. Users can find jobs, apply, and talk to recruiters. Businesses make pages to show their work, jobs, and industry news. LinkedIn has groups to talk about work topics and share experiences. The platform offers courses and tools for new skills. There are paid plans for more features, like messaging people outside your network. Users can write articles about their job field to show expertise. LinkedIn helps professionals with careers, connections, jobs, and learning. It's important for success at work.

Target English Words in the Spotlight	
	DM: Private messages sent directly between users, allowing for one-on-one communication.
	Stories: Temporary posts that disappear after a set period.
	Hashtags: Words or phrases preceded by the '#' symbol, used to categorize and discover content on social media platforms.
	Report: Sharing someone else's content on your profile, giving credit to the original creator.

Exercise: Social media

Create an account on one of the social media: Facebook or Instagram. Add a member of your family or a friend to your friend's list. Start a correspondence. Try to make a video connection.

3. Video sharing and streaming: Streaming services such as YouTube or Twitch allow real-time or recorded video content to be shared publicly or privately.

Video streaming is the process of streaming video data over the internet; users can watch in real-time without having to download the entire video file to their computer or device. Video streaming is a popular form of online video content delivery such as films, series, live broadcasts, concerts, video games and much more.

There are many streaming platforms and services that provide access to different types of video content. Some of the most popular streaming platforms are:

Netflix 	It is one of the largest and best-known streaming platforms offering a wide selection of films, series and documentaries.
YouTube 	It is a popular platform that allows users to upload, share and watch videos on a variety of topics.
Amazon Prime Video 	Amazon offers its streaming platform for films, series and original productions.
Disney+ 	This platform focuses on Disney content, such as animated films, series and movies related to Marvel and Star Wars.
HBO Max 	The HBO Max platform offers access to HBO content, including popular series such as 'Game of Thrones' and many more.
Twitch 	It is a streaming platform focused mainly on video games and live streaming.
Facebook Live 	Users can stream live broadcasts on Facebook to share their experiences and content.

To watch real-time video on a streaming platform, you usually need to have access to the internet with sufficient speed. It is also worth looking at subscription fees if you are using a paid streaming service. Video streaming has become extremely popular in recent years and is widely available on a variety of devices, including computers, smartphones, tablets and smart TVs.

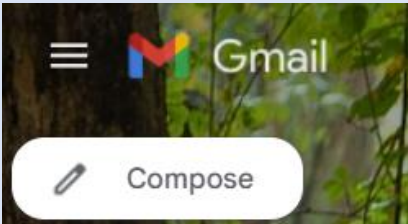
Exercise: Video sharing and streaming

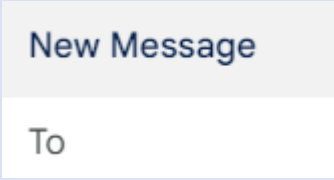
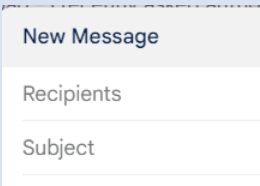
Visit one of the websites discussed above and share a video or a post with a person in your friends list.

4. Sharing files via email: Sharing files via email is common. You can attach a file to an email or use an attachment to share documents, photos and other files.

Gmail 	Logging in On your computer, open Gmail. Enter your Google account email address or phone number and password. If the information is already entered, and you want to log in to another account, click Use another account. If you see the Gmail description page instead of the login page, in the top right corner, click Sign in. LOG IN TO GMAIL Tip: if you are logging in from a public computer, remember to log out of your account before leaving it. Learn how to log in on a device that does not belong to you.
Yahoo Mail	Yahoo! Mail is Yahoo's free mail service. With an account, it has 1,000 GB of space, so you can send and receive large attachments without having to use services such as Dropbox or Google Drive. In addition, you can set up an inbox to check your other accounts from other email service providers such as Gmail, Hotmail or AOL in one place. To create a Yahoo! account, all you need to do is follow a few simple steps.

	Go to the Yahoo homepage and click Mail in the top right corner, then Sign up to register. Enter information in the required fields. Enter your mobile phone number. When all fields have been completed, click Continue. In the next window, click Text me a code. Enter the verification code you received on your mobile phone and then click Submit code. Congratulations, your account has been created. To access the Yahoo mail page, click Let's get started. You can also use your Yahoo account to chat with your friends in real time via Yahoo! Messenger.
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Target English Words in the Spotlight	
	Sign up: The process of creating a new account
	Sign in: Entering username and password to access an existing account
	Compose: Creating a new email message

	To: The field where you specify the recipient's email address
	Subject: A brief description or title that summarizes the content or purpose of the email.
	Send: Transmitting the composed email message to the specified recipient(s).

Exercise: Email

Search the web to find out what email service providers are the most popular in your country and the world.

Exercise: Searching the Web

You want to listen to your favourite music. You remember the name of the song but don't swipe it on any media. Furthermore, you can use YouTube to listen to it. Type the name of the song into Google or YouTube immediately and search for it.

5. Sharing apps and software: Online shops, such as the App Store and Google Play, allow apps and software to be shared with users around the world.

Online shops, such as the App Store (for Apple devices) and Google Play (for Android devices), play a key role in making apps and software available to users worldwide. Here are some key aspects related to this issue:

- **Mobile app distribution:** The App Store and Google Play are two of the most important platforms that allow mobile app developers to publish their products. Developers can upload their apps to these platforms, where they are available for download by millions of users.
- **Security and quality control:** Online shops strictly control applications before they are made available to users. They screen applications for potential risks and ensure that they meet certain quality and compliance standards.
- **Payment and monetization:** online shops offer different payment and monetization models for apps. You can choose between paid apps, freemium apps (free with optional in-app purchases) and advertising. Developers receive part of the revenue from the sale of the app or from advertisements displayed in the app.
- **Updates and support:** app developers can regularly update their products to improve features and resolve bugs. Online shops also facilitate the provision of user support and the collection of feedback and reviews.
- **Global reach:** online shops allow for global delivery of applications, which means that developers can reach users all over the world. This makes app development and distribution more accessible than ever before.
- **Platform ecosystem:** Online shops are often part of larger platform ecosystems, such as iOS (for the App Store) and Android (for Google Play). This means that apps can benefit from other platform services and features, which can significantly increase their functionality.

Online shops such as the App Store and Google Play have a key role in the development and distribution of mobile apps and software, which has contributed to the explosion of the market for apps and digital tools available to users worldwide.

App Store 	The App Store is a digital distribution platform for applications and software created by Apple Inc. It is an online shop where users of Apple devices such as the iPhone, iPad and Mac can browse, download and install applications on their devices. Here are the main features and information about the App Store: ● App Distribution: The App Store is the main source from which Apple users can download applications. It focuses on both mobile apps, for devices such as the iPhone and iPad, and computer apps for the Mac. ● Security and Quality Control: Apple strictly controls each app before it is made available on the App Store. A certification process is carried out to ensure that the app is secure, does not violate privacy policies
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	and works by Apple's guidelines. This is to ensure that users receive high-quality and secure apps. • Payments and Business Model: There are different business models available for apps in the App Store. You can find paid apps, free apps with optional in-app purchases (known as freemium), and ad-funded apps. Apple takes a commission on sales of paid apps and in-app purchases. • Updates and Support: App developers can regularly update their products on the App Store, introduce new features, resolve bugs and provide support to users. Updates can be delivered automatically or users can choose to install them. • Reviews and Ratings: Users can review and rate apps in the App Store, which helps other users make their choices. This allows you to find out which apps are popular and well-rated by the community. • Apple ecosystem: The App Store is an integral part of the Apple ecosystem, meaning that apps can benefit from other platform services and features such as Siri, Apple Pay and many others. • Global Accessibility: The App Store is available worldwide, allowing app developers to reach users in different markets. The App Store has played a key role in the development of applications on Apple's mobile and computer platforms, enabling users to enjoy a wide range of applications, from games and multimedia products to business and educational tools. It is also a major source of revenue for many app developers around the world.
Google Play	Google Play is an online store by Google for Android devices. You can get apps, games, movies, music, books, and more. Here's what you need to know: Get apps and games for your Android phone or tablet. Google checks apps to make sure they're safe and follow the rules. They also have tools to protect from harmful software.

	Some apps cost money, some are free with extras you can buy. Google takes a bit of money from the paid ones. Apps can get better with updates. They can come automatically or you can choose. Users can say what they think about apps. This helps others decide. Google Play works with other Google services like Maps and Drive. People from everywhere can use Google Play. It's not just apps. You can also get movies, music, books, and more. Google Play is important for Android. It gives you cool things and helps people who make apps make money.
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Target English Words in the Spotlight

	Payment: Providing money or financial compensation for a product or service.
	Free: Apps or content that can be downloaded and used without any cost to the user.

- Sharing data in the cloud: Companies and organizations are using cloud services to store and share data with their employees and customers, making it easier to access information from anywhere.

Cloud data sharing, also known as cloud computing, is the process of storing, managing and accessing data and computer resources over the Internet. In the cloud, data and applications are not stored locally on the user's devices but are accessed on remote servers that are managed by cloud service providers. Here are the main features and benefits of sharing data in the cloud:

- **Data storage:** Cloud services allow users to store different types of data, such as documents, media files, databases and much more, on remote servers. This eliminates the need for a large hard drive on the user's device.
- **Access from anywhere:** By storing data in the cloud, users can access their data from anywhere and on a variety of devices, as long as they have internet access. This makes remote working and mobility much more convenient.
- **Ensuring data security:** Cloud providers typically employ security measures such as data encryption, backups and authentication to protect user data from loss and unauthorized access.
- **Scalability:** Cloud services allow you the flexibility to increase or decrease storage space depending on your needs. There is no need to worry about buying new hardware or carrying out costly upgrades.
- **Collaborate and share:** Cloud makes it easy to share files and collaborate on them with others. You can share documents, invite other users to edit together or provide links to share.
- **Flexibility and time savings:** Using cloud services allows access to advanced tools and applications that can be used anywhere, anytime. This also allows new applications and solutions to be deployed quickly without a lengthy installation process.
- **demand payment:** many cloud providers offer flexible payment models that allow users to pay only for the resources they use. This can bring savings compared to traditional hardware and software purchase models.

Examples of popular cloud services include Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform, Dropbox, Google Drive, iCloud, and many others. Sharing data in the cloud has become an integral part of today's technology world, enabling easier access to data and applications, increasing flexibility and facilitating collaboration between users.

Amazon Web Services (AWS)  	Amazon Web Services (AWS) is like a big toolbox from Amazon for computer stuff on the internet. Here are some cool things about it: You can easily get more or fewer computer tools depending on what you need. It's like adjusting your tool collection. AWS has many different tools, like for storing things, analysing data, using artificial intelligence, and more. You can pick the tools that work best for what you want to do. AWS cares a lot about keeping things safe and following rules. They use tools and follow standards to make sure your things are secure. AWS is available in many parts of the world. This means you can use it from different places and share things with people in various markets. You only pay for the tools you use. It's like paying for the exact number of tools you borrow instead of buying everything. AWS helps you if you have questions. They also give you materials to learn how to use their tools better. AWS is always getting new tools and features to keep up with what people need and new technologies.
Microsoft Azure	Microsoft Azure is a cloud platform from Microsoft that lets organizations and developers use different online services and tools. Here's a quick look at Microsoft Azure: Azure offers various services like cloud computing, data storage, data analytics, artificial intelligence, and IoT solutions. These services can change and grow as needed.

	Azure connects well with Microsoft tools like Windows Server and Office. This makes it easy to move and manage applications and data in the cloud. Azure has strong security and follows rules for data protection. This means organizations can keep and work with data securely. Azure has data centres in many places globally. This lets it provide applications and services to users in different parts of the world. Azure has flexible payment options. You only pay for the resources you use. Microsoft gives technical support and access to guides and training materials. This makes it simple to use the platform and learn new skills.
Google Cloud Platform 	Google Cloud Platform (GCP) is a cloud service by Google that offers various services like computing, data storage, analytics, and artificial intelligence. GCP provides many services like computing, data storage, analytics, and machine learning, making it adaptable to different needs. GCP has flexible payment models, charging only for resources used to manage costs.
Dropbox 	Dropbox is an online storage service where you can keep your files. It helps you access them from any device with an internet connection. Here are the main things to know about Dropbox: Your files are stored online, so you can reach them anywhere if you have the internet. If you change a file on one device, it changes on others too. It keeps your files the same on all your gadgets. You can easily share files and folders. Share them with everyone or just with selected people.

	Dropbox keeps your files safe by using encryption. You can also add extra security like two-factor authentication. If you mess up a file, you can go back to an earlier version. Download files to use them without the internet. There are apps for computers, phones, and tablets. It works with many other tools and services. Payment: You can use Dropbox for free with limited space. Or pay for more space and extra features.
Google Drive 	Google Drive is a storage service made by Google. You can save, sync, and share files online. Here are its main points: Save files online so you can reach them from any device with the internet. Changes in files on one device happen on all your devices. Share files publicly or privately, and decide who can view or edit them. Google Drive uses encryption and two-factor authentication for safety. See past document versions and changes. Download files for offline use without the internet. Google provides free space, and you can buy more if needed.
iCloud	iCloud is a service by Apple for storing, syncing, and sharing data on Apple devices like iPhones and iPads. Key features include: Save photos, videos, documents, and more in the cloud. Accessible on all devices connected to the same iCloud account. Updates and changes made on one Apple device are immediately seen on others using the same iCloud account.

	iCloud lets you back up entire Apple devices. Helpful for restoring data if a device is lost or damaged. Online Access: View data through a web browser, even without physical access to Apple devices. Additional Space: Users get free iCloud space and can buy more if needed.
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7. Sharing documents at work: In the workplace, digital technologies make it easier to collaborate and share documents and projects between employees.
8. Map and location sharing: Map and navigation applications allow users to share their current location or travel routes, which can be useful for organizing meetings or showing directions to others.
9. Sharing in education: In education, digital technologies enable teachers and students to collaborate and share learning materials, homework assignments, or assessment results.
10. Sharing health data: In the healthcare sector, digital technologies allow medical data, test results and health information to be shared between doctors and patients.

It is worth remembering that along with the benefits of sharing via digital technologies, there are also issues related to data privacy and security. It is therefore important to be cautious and use appropriate security measures, such as passwords and two-factor authentication, to protect your data from unauthorized access.

2.3 Engaging in citizenship through digital technologies

Engaging in digital citizenship, also known as e-living, is the process by which citizens use online tools and platforms to participate in public life, express their opinions, take social and political action and influence the shaping of government decisions. Here are some key aspects of engaging in digital citizenship:

1. Apps and Social Platforms: Citizens use various social media apps and platforms, such as Facebook, X (formerly Twitter), Instagram and LinkedIn, to share their views, organize social action and connect with other activists.
2. Online petitions: Portals that allow people to create and sign online petitions allow citizens to express their opinions and gather support for issues they consider important.
3. Crowdsourcing campaigns: Crowdsourcing is a method of soliciting ideas, funding and support from a wide range of people via the internet. Citizens can use crowdfunding platforms such as Kickstarter and GoFundMe to support social and political projects.
4. Online Social Action: Social events and actions are often organized through social media, where people mobilize around common goals and interests.
5. Citizen Journalism: Citizens are using social media and blogs to share information and opinions on current events, contributing to the creation of alternative sources of information.
6. Monitoring Government and Politicians: portals and apps allow citizens to track the actions of the government, politicians and public officials and provide their feedback on decisions taken.
7. E-participation: Governments and public institutions often create e-participation platforms that allow citizens to participate in the decision-making process, vote online, and submit legislative proposals.
8. Civic Education: digital technologies facilitate access to civic education and information on citizens' rights and responsibilities.
9. Government Transparency: Governments publish data and information online to make public information more transparent and accessible.
10. Security and Privacy: Citizens must be aware of online security and privacy issues when engaging in digital citizenship.

Engaging in citizenship through digital technologies has the potential to increase civic participation, create better understanding and dialogue between citizens and governments and contribute to the development of civil society. However, it is important to use these tools with caution and responsibility and respect online safety rules.

Target English Words in the Spotlight



Security: Measures taken to protect personal information, devices, and online accounts from unauthorized access.



Privacy settings: Controlling access to personal information online.

2.4 Collaborating through digital technologies

Digital collaboration is the process by which people, teams or organizations connect and work together, using online tools and platforms to communicate, share resources, coordinate activities and achieve common goals. It is an essential part of today's working world and social life. Here are some key aspects of collaboration through digital technologies:

1. **Online communication:** Communication tools such as email, instant messaging (e.g. Slack, Microsoft Teams), and video conferencing (e.g. Zoom, Skype), facilitate communication and information exchange between collaborative participants, regardless of location.
2. **Document Sharing:** Document sharing platforms, such as Google Workspace (formerly G Suite) and Microsoft Office 365, allow users to edit and store documents together online.
3. **Task and Project Management:** Project management tools such as Trello, Asana or Monday.com make it easy to plan, monitor and track the progress of projects.
4. **Collaborative Working on Documents:** Collaborative editing tools such as Google Docs and Microsoft SharePoint allow multiple people to work on the same document simultaneously.
5. **Virtual Offices:** Virtual offices and remote working platforms allow employees to perform tasks and duties from anywhere in the world, which is particularly important in the age of remote working.

6. Collaboration between Organizations: Companies and organizations use digital technologies to engage with partners, suppliers and customers around the world.
7. Social Media: Social platforms are used to build relationships and collaborate with other users, both for professional and social purposes.
8. Analysing Data and Sharing Results: Digital technologies allow for the collection, analysis and sharing of data to assist in evidence-based decision-making.
9. Online Education and Training: Online training and learning platforms allow people to take courses and develop skills without having to physically attend a class.
10. Data Security and Privacy: It is important to take care of data security and privacy when collaborating via digital technologies, using appropriate security measures.

Collaboration through digital technologies is crucial for efficiency and innovation in today's business and social world. It allows for the rapid exchange of information, efficient problem solving and access to a global pool of knowledge and talent. However, to be successful, it is important to choose the right tools and platforms and be able to manage them effectively.

2.5 Netiquette

Netiquette, an abbreviation of Internet etiquette or network etiquette (from French, meaning 'good manners' or 'etiquette'), is a set of rules and norms of online behaviour designed to ensure a civilized, respectful of others and conflict-free online environment. Netiquette is relevant in the context of online communication, including social media, email, discussion forums, chat rooms and other platforms. Here are some key principles of netiquette:

1. Respect and Honesty: Respect other internet users. Do not use abusive or vulgar language. Try to be honest and do not spread misinformation.
2. Apologizing and Thanking: When responding to requests, questions or help from other users, remember to use the words "please" and "thank you". These are simple gestures that make communication more friendly.
3. Privacy Principles: Respect the privacy of others. Do not publish the private personal information of others without their permission. Give people the right to maintain their privacy online.
4. Rules for Discussions and Comments: When discussing and commenting on other content, try to be constructive. Avoid an aggressive tone and fierce debates.
5. Spam Management: Do not send out unsolicited emails (spam) or post unnecessary comments or content in forums and comments.

6. **Keeping Safe:** Be careful with your data and information. Do not share your account password or other confidential information. Follow online security rules.
7. **Citation and Sources:** If you use someone else's content or information, always acknowledge the source or cite the authorship. Do not plagiarize content.
8. **Avoiding Caps Lock:** Writing in capital letters (CAPS LOCK) in online messages is considered shouting and can be perceived as aggressive. Try to use the correct letter size.
9. **Avoiding Over-Sharing:** Do not overstep the boundaries of privacy by publishing excessive information about your personal life or others.
10. **Resolving Conflicts with Culture and Ethics Online:** When conflicts or differences of opinion arise, try to resolve them with respect and openness to dialogue. Avoid insulting others.

Netiquette is important because it helps to create a positive, friendly and effective online environment where people can communicate freely and share their opinions. Respecting others and following the rules of netiquette contribute to the quality and culture of the internet and foster positive relationships between users.

The Internet is a fantastic tool for connecting with friends, learning new things, and having fun. However, it's important to use it in a good and respectful way. Here are some tips to be ethical while using the Internet.

1. Privacy Matters:

Good Practice: Keep personal information private. Don't share someone else's details without asking them first. Respect their privacy.

Example: Avoid sharing phone numbers, addresses, or pictures without permission.

2. Be Truthful:

Good Practice: Share accurate information. Don't post things that are not true.

Example: Check the facts before sharing news or stories. Avoid spreading misinformation.

3. Say No to Cyberbullying:

Good Practice: Be kind to others online. Don't bully or harass anyone.

Example: If you disagree with someone, express your opinion respectfully. Avoid hurtful comments.

4. Protect Your Account:

Good Practice: Only use your accounts. Don't use someone else's without permission.

Example: Keep your passwords safe and don't share them with others. Hacking is not okay.

5. Responsible Internet Use:

Good Practice: Use websites in a way that respects others. Don't do things that can harm others.

Example: Think before you post or comment. Be mindful of how your words might affect others. Responsible internet use creates a positive online community.

By following these simple guidelines, we can make the Internet a better place for everyone. Let's be good online citizens!

Target English Words in the Spotlight	
	Netiquette is a combination of "internet" and "etiquette." It refers to the set of rules and guidelines governing polite and respectful behaviour in online communication.
	Spam refers to unwanted or unsolicited messages.
	Caps Lock: When activated, Caps Lock types all letters in uppercase or capital letters. It is often perceived as shouting in online communication.

2.6 Managing Digital Identity

Digital Identity and Access Management (IAM) is a process that aims to manage identity and access to digital assets, such as applications, data and computer systems, securely and by

organizational policies. It is an important part of ensuring information security and protection in digital environments. Here are the main aspects of digital identity management:

1. **Authentication:** Authentication is the process of verifying a user's identity, usually by providing a username and password. Other authentication methods, such as two-factor authentication (2FA) or biometric authentication (e.g. fingerprint, facial recognition), may also be used in advanced IAM systems.
2. **Authorization:** Authorization refers to the granting of rights to users after successful authentication. This means defining which resources a user has access to and under what conditions.
3. **Single Sign-On (SSO):** SSO is a mechanism that allows a user to log in once and access multiple resources without having to log in multiple times. This increases convenience and at the same time can increase security.
4. **Permissions Management:** IAM allows you to define what permissions a user has in the context of accessing resources. You can control who can perform what operations on data and applications.
5. **Identity Lifecycle Management:** IAM processes also include the creation, modification, suspension and deletion of user accounts within an organization. Identity Lifecycle Management allows these processes to be managed effectively.
6. **Security and Auditing:** IAM includes functions for monitoring user activity, logging events and detecting and responding to anomalies or attempted security breaches.
7. **Compliance and Regulation:** IAM helps organizations comply with regulatory and legal requirements relating to data protection and information security.
8. **Encryption and Security:** The IAM provides encryption and security mechanisms to protect data during storage and transmission.
9. **Integration of Resources:** User identities can be managed in one central IAM system, which then integrates with various applications, systems and services.
10. **Self-Service:** In advanced IAM systems, users may be able to manage their data and access, such as resetting passwords or updating information about themselves.

Digital identity management is particularly important in organizations where the security of data and digital assets is a priority. With effective IAM, organizations can control access to data, minimize the risk of security breaches and ensure regulatory compliance, while increasing efficiency and convenience for users.

Target English Words in the Spotlight

Exercise 1.

Exercise: Fact or Fake Hunt

Duration: Approximately 20 minutes

Materials Needed:

- Computers or laptops with internet access for each participant

Instructions:

1. Introduction (3 minutes):

- Having an email name consisting of your first and last name is important. What impact does it have on your image AND how important is it in today's world?
- Discuss the potential consequences of having an email address such as buziaczal@o2.pl.

2. Email Exercise (30 minutes):

- If you don't already have one - create an email account.
- If you already have an email account, familiarize yourself with its features - telephoning or sending files to disk.
- Look for information on which email services are the most popular in your country

3. Group Discussion (10 minutes):

- discuss which email services are the most popular in your country
- consider why,
- describe your emotions and the arguments that led you to open a mailbox on this or another site.

Exercise 2

Match the words below with their definitions.

1. IGG is -
2. Facebook –
3. Pinterest –
4. YouTube –
5. Vimeo –
6. Google –
7. LinkedIn –
8. Twitter –
9. WordPress –
10. Instagram –
11. Reddit –
12. Skype -

- a. Google - A search engine to find information on the internet.
- b. LinkedIn - A website for professional networking and job searching.
- c. Twitter - A social media platform where people share short messages and updates.
- d. WordPress - A tool for creating and managing blogs and websites.
- e. Pinterest - A site for finding and saving creative ideas like recipes and DIY projects.
- f. Skype - A tool for making video and voice calls to people around the world.
- g. Reddit - A website where people discuss and share content on various topics.
- h. Facebook is - A platform for sharing photos, updates, and messages with friends and family.
- i. YouTube - A website to watch and share videos on various topics.
- j. IGG is - A website for playing games and connecting with friends.
- k. Vimeo - Another platform for uploading and watching videos.
- l. Instagram - A platform for sharing photos and videos with a focus on visual storytelling.

Exercise 3

Find the correct answers.

Question 1: What is the definition of online safety?

- A) Creating delicious recipes using online cooking apps
- B) Ensuring safety while navigating social media platforms
- C) Protecting yourself and your information while using the internet
- D) Playing online video games without any disruptions
- E) Growing your vegetables with the help of gardening websites

Question 2: What is the definition of online communication?

- A) Traditional face-to-face conversations
- B) Sending letters via postal mail
- C) Communicating through telepathy
- D) Exchanging information through digital channels
- E) Shouting messages across long distances

Question 3: What is the definition of social media?

- A) A type of traditional mail service for sending letters and packages.
- B) A method of broadcasting television programs through the internet.
- C) Online platforms that facilitate communication, information sharing, and interaction among users.
- D) A form of in-person social gatherings organized by communities.
- E) A system for sending and receiving telegrams electronically.

Question 4: Choose the correct definition of "email service."

- A) A service that delivers physical letters to individuals.
- B) A method of exchanging digital messages between people, allowing quick and efficient communication.
- C) A service that provides weather updates through digital messages.
- D) A platform for online shopping.
- E) A service that offers cooking recipes through digital messages.

Exercise 4.

Match each word with its correct definition.

Words:

1. Data Encryption
2. Internet
3. Online safety
4. 2FA (Two-Factor Authentication)

Definitions:

- a. Being careful and making good choices to stay out of danger while using the Internet
- b. A system of turning information into a secret code
- c. A security process that requires two steps to verify identity
- d. The global network that connects computers

Exercise 5.

Read the following scenarios and decide whether each one demonstrates good or poor netiquette. Circle "G" for good or "P" for poor.

Scenario 1. You receive an email and disagree with the sender's opinion. In response, you write a rude email telling them they are wrong and don't know what they're talking about.

Scenario 2. You're in a group chat and want to share a funny image. However, the image contains language that might be offensive to some people.

Scenario 3. You're in an online discussion forum, and someone asks a question you find stupid. You reply by mocking them and saying they should have known the answer.

Scenario 4. You're part of an online gaming community. During a multiplayer game, one of your teammates makes a mistake. Instead of insulting them, you offer a tip on how to improve.

Exercise 6.

Describe the image and answer the following questions.

"What can you see in the picture?"

"How many people are in the meeting?"

"What are they doing?"

"What is on the computer screen?"



Questions & Answers

1. Is it possible to view Facebook content without having an account there?

Yes, it is in the interests of social networks to attract the largest possible user base. Individual companies or brands often decide to set up their fan pages before there is an official external website. The reason for this behaviour is that it is easier to gain observers, if only through ongoing advertising campaigns. Users also have easier and faster access to, and a constant overview of, the news shared by the previously liked page. Accordingly, to access the material posted on them, one must first create one's account. However, there is a chance that browsing Facebook without registering will become possible. The only complication may be a message inviting you to start the process of creating a profile.

2 - How do I set up a free Gmail account?

Creating a Gmail account

1. Open the Google account creation page.

2. Follow the displayed instructions to set up your account.
3. Log in to Gmail using the account you created.

3. Is using a Dropbox account free?

Yes. Dropbox is a popular cloud storage that allows you to securely store and access your files on any device, wherever you are. The manufacturer provides a free Dropbox license for individual users and Dropbox Business licenses for commercial use.

4. Is it possible to write comments on Pinterest?

Yes. If you have something good to say about Pin, you can leave a comment or indicate the user to whom you want to show the Pin in question. Before you add a comment, please review and accept the Comment Policy to create comments that comply with the Community Guidelines. You only need to accept them once.

1. Log in to your account on Pinterest.
2. Click Pina.
3. Click on the Comments section below the Pin.
4. You can add a comment in the appropriate box or mention up to 5 people on Pinterest by entering the '@' symbol and the names of the selected users.
5. Click Done to save.

You can only add links to Pinterest in your comments. The maximum length of a comment is 500 characters. Please note: with some Pins, comments may be disabled.

5. Can the Internet be used on a phone?

Yes, there is an internet app available on the App Store, for example.

6. Can friends see my comments on Instagram?

Yes. If a user with a private profile sends a photo or video to a specific group of people via Instagram Direct, only those watching the private profile will see comments or mentions related to that photo or video.

7 What is the difference between phishing and a Spear phishing attack?

Spear phishing, or targeted phishing, is a variant of phishing. Unlike a normal scam, which is sent in email campaigns, targeted phishing attacks a specific person, such as an employee of a particular company.

8 What is the penalty for phishing?

Whoever, to gain a financial benefit, leads another person to a disadvantageous disposition of his own or another person's property using misrepresentation or exploitation of a mistake or incapacity to grasp the intended action, shall be subject to the penalty of deprivation of liberty for a term of between 6 months and 8 years.

9. Can you see on Instagram how many times someone has viewed a profile?

No. Currently, Instagram does not have an official statistics system that shows who is watching what and when.

10. Do we count WhatsApp as social media?

Yes. An analysis of social media sites in terms of popularity and the scale at which they occur globally indicates the most popular media as follows:: Facebook, YouTube, Instagram, Twitter, Snapchat, WhatsApp, and LinkedIn.

Video links for communication and collaboration

[How To Use WhatsApp](#)

[WhatsApp for Teams](#)

[How to Collaborate on Instagram Posts](#)

[How to Manage Inter-Generational Communication](#)

[Conquering Intergenerational Communication](#)

[Intergenerational Communications in the Workforce](#)

[Bridging The Digital Divide To Increase Social Engagement](#)

MODULE 3: DIGITAL CONTENT CREATION

Summary

The Digital Content Creation course serves as a comprehensive expedition into the intricate realm of online and social media platforms, equipping individuals with indispensable skills to navigate this ever-evolving landscape with finesse. Encompassing a rich tapestry of digital mediums, spanning from compelling texts to captivating graphics and engaging videos, the course serves as a beacon, guiding participants through the strategic creation, dissemination, and amplification of content tailored for an array of platforms such as social media hubs, blogs, and websites.

At its core, the course illuminates the path to crafting content strategies finely attuned to specific objectives and target demographics, empowering learners to wield creativity as a potent tool through a diverse array of digital instruments and technologies. It doesn't merely stop at content creation; it delves deeper, addressing crucial facets like the art of SEO optimization, the artistry of community cultivation, and the science of fostering audience engagement, thereby nurturing the cultivation of a robust digital presence.

Moreover, the course plunges into the realms of analytics, conversion tracking, and engagement evaluation, offering a compass to navigate the labyrinth of content effectiveness assessment. With a keen eye on efficient resource allocation and temporal stewardship, participants are also schooled in the nuances of copyright laws, online ethics, and legal considerations, ensuring an ethical and sustainable approach to digital content creation.

Tailored for individuals seeking to augment their prowess in online marketing and communication or aspiring to carve niches as content mavens, bloggers, vloggers, online scribes, or social media maestros, this course serves as a veritable treasure trove, endowing participants with a holistic understanding of contemporary content creation principles and techniques, indispensable for triumphing in the kaleidoscopic landscape of today's digital domain.

Learning objectives

In this unit, learners can...

- develop creative skills
- understand different platforms and tools
- optimize the content from the viewer's perspective
- practice search engine optimization
- build a professional portfolio
- Understand copyright and Online Ethics
- practice time and resource management
- perform content effectiveness analysis
- prepare for a professional career

Introduction

In today's dynamic digital world, content creation has become a key element of communication, both personally and for business. Digital content, such as texts, graphics, videos and audio, is the foundation of the Internet and social media. Their role is not only to provide information but also to build brands, engage audiences and shape opinions. In this context, learning how to create digital content is of paramount importance, so it is worth learning the principles, tools and strategies that will help create compelling online content.

3.1 Developing Digital Content

Digital content development is the process of creating valuable and compelling material that is published and shared online. Digital content can take many forms, such as texts, graphics, videos, audio or interactive content, and is used for a variety of purposes, including information, entertainment, marketing or education. This process involves several key stages:

1. Planning Content

- **Defining your objectives:** What do you want to achieve with your digital content? Should it be information, entertainment, product promotion or something else?
- **Target audience research:** Who constitutes the audience of your content? What are their needs, interests and preferences?
- **Content strategy:** What types of content will be most effective in achieving your goals? What topics will be of interest to your target audience?

Exercise: Content planning

Work in pairs.

Prepare an announcement post on the Community Centre about an event. It could be an invitation to a training afternoon for older adults on creating a Facebook account.

1. Define the objectives to be achieved.
2. Clarify the target group
3. List proposed slogans to promote the event

2. Content creation

- **Copywriting:** Creating textual content that is readable, understandable and of value to readers.
- **Graphics and video:** Creation of graphics, photos, video and other visual elements that enhance the content and make it more attractive.
- **Audio production:** Audio recording and editing, especially for podcasts or other audio content.

Exercise: Content creation

Work in pairs.

Prepare an announcement post on the Community Centre about an event. It could be an invitation to a training afternoon for older adults on creating a Facebook account.

1. Prepare textual content that is clear, understandable and of value to readers.
2. Consider which free files - photos you can use (Pixabay, Pexels.com; freepik)
3. Audio production: audio recording and editing, especially for podcasts or other audio content. Discuss as a group whether it is legitimate in your case to post audio files from e.g. Facebook.

3. Content optimization:

- SEO (Search Engine Optimization): Customizing content for search engines to increase its visibility in search results.
- UX (User Experience): Creating content that is easy to use and provides a positive user experience. User Experience (UX) and User Interface (UI) are two key concepts in user interface design, but they have different purposes and areas of focus. Here are the key differences between UX and UI:
 - User Experience (UX): UX is an umbrella term that refers to the overall user experience when interacting with a product or service. How the user perceives the product, what emotions it evokes, and whether it meets their needs are key aspects of UX.
 - User Interface (UI): UI focuses on specific elements that the user can see and interact with directly. UI includes the design of interfaces, such as buttons, icons, colours and layout, that enable the user to use a product or service.

Scope:

- User Experience (UX): UX encompasses the entire user experience, from the first contact with a product or service, through interactions to the overall evaluation of the experience. This includes both functional and emotional aspects.

- User Interface (UI): UI focuses on the design of specific interface elements that enable the user to perform specific actions. UI includes the appearance and layout of elements.

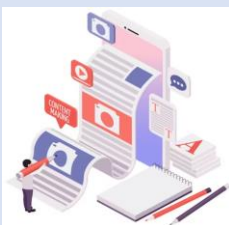
Objective:

- User Experience (UX): The main aim of UX is to ensure that a product or service is usable and delivers user satisfaction. UX designs the entire user path and seeks to understand what the user's goals and needs are.
- User Interface (UI): The purpose of UI is to provide an aesthetically pleasing and functional user interface. UI designs specific elements that make it easier for the user to navigate and interact with the product.

UX	vs	UI
Interaction design		Visual design
User analysis		Branding
Usability		Desire
Navigation		Layout
Intuitiveness		Mock-ups

<https://pl.wix.com/blog/artykul/ux-design-co-to>

Target English Words in the Spotlight



Digital content: Any information, media, or interactive experiences that are created and distributed in digital formats.



Interface: A point of interaction between a user and a computer system

Examples:

- User Experience (UX): Consider the example of a mobile app for ordering food. UX looks at the entire process from the moment the user opens the app, selects the restaurant, and places the order, to the reception and eventual rating of the order. UX examines whether it is easy for the user to find a restaurant, whether they can track the status of their order, and whether they are satisfied with the whole process.
- User Interface (UI): In the same context, the UI designs the individual elements of the interface, such as the 'Add to Cart' buttons, the lists of dishes with descriptions, the shopping cart with orders and the 'Order Now' button. The UI ensures that the elements are legible, and aesthetically pleasing and enables intuitive use of the application.

In summary, UX and UI are two different but interrelated fields of user interface design. UX focuses on the overall user experience, while UI deals with specific elements of the interface. Both aspects are key to ensuring that a product or service is usable and satisfying for users.

27 Simple and Free SEO Tools to Instantly Improve Your Marketing [Updated for 2023].²

1. Google PageSpeed Insights
2. Ahrefs Webmaster Tools
- 3 Answer the Public
4. Google Analytics
5. Google Search Console

² <https://buffer.com/library/free-seo-tools/>

6. Ahrefs' Backlink Checker
7. Google Ads Keyword Planner
8. SERP Snippet Optimisation Tool
9. Google Trends
10. Ahrefs' SEO toolbar
11. Moz Local Listing Score
12. Yoast SEO
13. JSON-LD Schema Generator For SEO
14. Classy Schema Structured Data Viewer
15. SimilarWeb
16. SERP Robot
17. XML Sitemaps
18. Robots.txt Generator
- 19 Copyscape
20. Google Alerts
21. Screaming Frog SEO Log File Analyser
- 22 Exploding Topics
23. The Hreflang Tags Generator Tool
- 24 Keyword Surfer
- 25th Google Mobile-Friendly Test
26. Website Authority Checker
27. Whitespark's Google Review Link Generator

Exercise: Content optimization

Work in pairs.

Discuss the advantages and disadvantages of using SEO or UX capabilities.

4. Publishing Content

- **Platform selection:** Choosing the right platforms on which to publish content, such as blogs, websites, social media or streaming platforms.
- **Calendar planning:** Define a publication schedule to maintain consistency and regularity.

Exercise: Publishing content

Work in pairs.

Plan Work Calendar: Define a publication schedule to maintain consistency and regularity.

5. Promotion of Content

- **Promotion strategy:** Planning ways to promote content, such as sharing on social media, email marketing, online advertising or working with influencers.
- **Community building:** Creating an engaged community around content and interacting with it.

Exercise: Content promotion

Work in pairs.

Discuss as a group what elements during community building will be key in your case.

6. Monitoring and Analysis

- **Performance analysis:** Monitor performance and analyze whether content targets are being met. Helpful tools for data analysis and statistics.

7. Update and Refine

Based on the results of the monitoring, adapt and refine the content and strategy to achieve better results.

Developing digital content is a creative and strategic process that requires both the ability to create valuable material and an understanding of audience preferences and today's trends in the online world. It is a key element of marketing, communication and education strategies in the digital age.

3.2 Integrating and re-elaborating digital content

Integration and re-creation of digital content are processes that aim to make effective use of existing content, adapt it to different platforms and target groups and create consistent and updated material. Here is a description of these two processes:

1. Digital Content Integration

- **Combining Content on Different Platforms:** Digital content integration involves combining and sharing the same or similar content on different online platforms. For example, a blog article can be shared on social media, in newsletters or as presentation material.
- **Adaptation to Format and Channel:** When integrating content, it is important to adapt the content format to the specific platform. This means that content may need to be altered to fit different technical and visual requirements.
- **Consistency and Branding:** Content integration helps to build a consistent brand image online. Content should be consistent with the tone of communication and visual style of the brand.
- **Content Optimization:** During the content integration process, content can also be optimized for a particular platform, taking into account keywords, tags and other elements important for search engine visibility.

2. *Re-engineering Digital Content*

- **Content Update:** Content re-development is the process of updating existing material. Content may need to be updated due to changes in data, trends, legislation or changes in the industry.
- **Content Enhancement:** Content enhancement is also the process of improving existing material to increase its appeal, value or readability. This may include improving graphics, supplementing information or adding interactive elements.
- **Personalization and Targeting:** Re-developing content can involve adapting content to different target groups. You can create versions of content targeted at specific audience segments.
- **Performance Enhancement:** This is also the process of optimizing content for performance. It can include optimizing content for loading speed on a website or improving the readability of content on mobile devices.
- **Testing and Analysis:** Once the content has been reworked, it is important to monitor its effectiveness and analyze whether the changes have produced the desired results.

Integration and re-creation of digital content are key processes in effective online content management. They allow for maximizing the use of already existing material, increasing its value and adapting it to current needs and trends, which contributes to more effective communication and online performance.

Target English Words in the Spotlight



Content optimization: Enhancing and refining digital content to make it more effective, accessible, and appealing to the intended audience.

3.3 Copyright and Licenses

Copyright and licensing are key concepts related to the creation, sharing and use of digital content. Here is a brief description of these terms:

Copyright

Copyrights are legally established rights that accrue to the creator of a literary, artistic or scientific work. These rights give the creator control over the use of his/her work by other individuals and companies. They include, among others:

- Copyright: The creator has the right to decide whether his work may be copied by others, and to what extent.
- Distribution Right: The creator has the right to decide whether his/her work may be published and distributed by others.
- Right of Modification: The creator has the right to control whether others can modify his/her work, and what changes are allowed.
- Public Performance Right: It includes the right to perform the work in public, which may apply to concerts, public appearances or online broadcasts.
- Secondary Publication Right: The creator has the right to decide whether his/her work can be used in other works, e.g. quoted or used as a fragment of a larger project.

Copyright vests automatically in the creator when the work is created, regardless of whether the work is published or not. The duration of copyright may be limited and depends on the country and the type of work.

Licenses

Licenses are tools that allow creators to grant others the right to use their works under certain conditions. Licenses allow creators to control how their works are used by others while encouraging the sharing of content.

The most common license used in the context of digital content is Creative Commons. Creative Commons licenses allow creators to determine whether others can copy, modify, publish or use their work, and under what conditions. For example, there are Creative Commons licenses that allow content to be freely copied and distributed, provided that

appropriate attribution is given. Other licenses may require that the work be used only for a non-commercial purpose or without modification.

In the world of digital content, licenses are important for creators, who want to control how their works are shared and used by others, and for users, who want to know what the rules are for using content. With licenses, digital content can be freely shared while maintaining copyright and ethics.

Target English Words in the Spotlight



A legal right that grants the creator of original work.



Licence: Permission or authorization granted by the copyright holder to others.

3.4 Programming

Programming, also known as coding, is the process of creating sets of instructions or computer code that specify how a computer is to perform certain tasks or functions. Programming is fundamental to computer science and forms the basis for the development of software, applications, and computer systems. Here are some of the main purposes and reasons why programming is important:

1. **Problem-Solving:** Programming allows you to solve a variety of problems and challenges using a computer. This can include analysing data, automating processes, creating information management tools, or solving complex mathematical problems.
2. **Software Development:** Programming is a key part of software development, which is the set of computer programs and applications that are used to perform various tasks. Software can be used in a variety of areas, from computer games to operating systems and office tools.

3. **Mobile Application Development:** Programming is essential for developing mobile applications for platforms such as iOS and Android. Through programming, developers can create apps that are accessible on smartphones and tablets.
4. **Process Automation:** Computer programs can be used to automate repetitive tasks and processes, saving time and reducing human error.
5. **Data Analysis:** Programming is essential in the field of data analytics and machine learning.
It helps in analysing large data sets, detecting patterns and making decisions based on data.
6. **Web Development:** Web programming enables the creation of interactive websites, web applications and online services. It is a key part of internet development.
7. **Research:** Programming is widely used in scientific research, including modelling scientific processes, analysis of experimental data, and simulations.
8. **Computer Game Development:** Programming is an integral part of the computer game development process. It allows game designers to program gameplay, graphics, sound and artificial intelligence.
9. **Technology Development:** Programming is a driver of technological development. Innovations in programming enable the creation of new technologies, devices and solutions.
10. **Learning and Education:** Programming is an important part of computing and technology education. It helps students develop logical thinking, problem-solving, and creative design skills.

Generally speaking, programming is a tool that enables you to control the behaviour of a computer and exploit its potential in different areas. It is essential in today's digital world and forms the basis for the development of new technologies and innovations. Online collaboration allows multiple people to work together on the same software project, even if they are in different locations.

Target English Words in the Spotlight

Exercise 1.

Instructions: Pair with a student and read the sentences below aloud. While one pair reads aloud, the other pair numbers what is read aloud.

Sentences for Pair 1: Read these sentences aloud one by one.

YouTube is a great place to watch videos.

I like to watch tutorials on YouTube.

YouTube is a popular social media platform.

You can subscribe to your favourite channels on YouTube.

YouTube videos can be very informative.

I use YouTube to learn new things.

YouTube is a great way to entertain yourself.

Notes for Pair 2: Listen to the sentences read by Pair 1 and write the order you hear them

I use YouTube to learn new things.	
YouTube's videos can be very informative.	
You can subscribe to your favourite channels on YouTube.	
YouTube is a popular social media platform.	
YouTube is a great place to watch videos.	
YouTube is a great way to entertain yourself.	
I like to watch tutorials on YouTube.	

Exercise 2.

Instructions: Only one of the actions in each question is considered an ethical way of using online websites. Find the correct answers.

Question 1.

- a. Logging into someone else's account without their permission.
- b. Copying and using someone else's work without giving proper credit.
- c. Harassing or disturbing others online, often using comments or messages.
- d. Sharing personal information like passwords, addresses, or phone numbers without consent.
- e. Sharing information thoughtfully and respectfully, considering the impact on other people.

Question 2.

- a. Sharing someone else's personal information without their permission.
- b. Using someone else's account without their permission.
- c. Posting false information.
- d. Using a website in a way that does not cause harm to others.
- e. Sending threatening messages to someone on a social media platform.

Question 3.

- a. Downloading a licensed film and sharing it with others.
- b. Start following some politicians on Twitter.
- c. Sharing a post that contains hate speech.
- d. Using someone's words to prepare a report for your company without citing the source.
- e. Copying and pasting someone else's blog post and claiming it as your own.

Exercise 3.

Read the sentences below and decide if they are true or false.

1. It's always okay to use any image found online for projects or presentations.
2. Giving credit to the photographer is not necessary when using images from the internet.
3. Images with a Creative Commons license can be freely used, but you should still check the specific terms.
4. Using any image from Google is allowed for commercial purposes without permission.
5. Screenshots of copyrighted images can be freely used without any legal concerns.

Exercise 4.

Read the following sentences about online collaboration in web and software development. Decide if each statement is True or False.

1. You can fix a mobile app issue by contacting the developer through the Google Play store.
2. Online collaboration is not important for software development projects.
3. Mobile apps can only be developed by individual programmers; teamwork is not possible.

Questions & Answers

1. What is UI UX?

UX and UI design - what is the difference?

In simple terms, UI is all the visual elements of a digital product, while UX is the sum of the interactions that build the user experience. What UX and UI have in common is a common goal - to create an attractive and useful end product UX	vs	UI
Interaction design		Visual design
User analysis		Branding
Usability		Desire
Navigation		Layout
Intuitiveness		Mock-ups

<https://pl.wix.com/blog/artykul/ux-design-co-to>

2. Is it possible to continue to publish photos posted by someone on Facebook?

No. You are a creator and decide to post a photo on Facebook. Can another person use it to illustrate a blog article? The answer is no. The other user does not have any rights to the distributed photo.

3. What images and graphics to publish to make it legal?

The images and graphics we use on the website must be legal. This means that we cannot copy a photo from any website and publish it on our own. Photos, just like texts, are covered by copyright and using them in such an arbitrary way is simply theft.

4. Is SEO based on illegal activities?

Yes, if prohibited practices are used, then the whole process can be called illegal and may be detrimental to the website, but acting by Google's Webmaster Guidelines is perfectly legal and, what's more, expected!

5. Is SEO paid for?

SEO (from Search Engine Optimization) is a process consisting of on-site and off-site activities that improve the visibility of websites in organic (i.e. free) search results. What can be understood from this definition? Google does NOT require us to pay for appearing in the SERPs (Search Engine Results Page). Instead, in the case of Google Ads (PPC) campaigns, we have to pay for visibility in the search engines - directly to the Mountain View giant.



Do the words above mean that SEO is free, and we can appear at number one in a search engine without investment? Nothing could be further from the truth. The fact that Google doesn't make us pay for visibility in the SERPs doesn't free us from the need to take specific and regular action to boost our position in the organic search results. And this costs money - a lot of time (and money for links) if we do it ourselves or only money if we outsource SEO to a specialized agency³.

³ https://semcore.pl/czy-seo-jest-platne-i-co-wchodzi-w-jego-sklad-podpowiadamy/#Czy_SEO_jest_platne_-_konkretna_odpowiedz_opracowana_przez_ekspertow_Semcore

Video links for communication and collaboration

[Creating Quality Digital Content](#)

[How To Become A Successful Digital Content Creator](#)

[5 Tops Hacks Every Digital Content Creator Needs To Know](#)

[How to Become a Content Creator in 2023](#)

[How to create digital content](#)

[Content Creation For Beginners](#)

MODULE 4: SAFETY

Summary

In an epoch characterized by the whirlwind evolution of technology, the hurdles confronting individuals over 50 in safeguarding their data and devices are crystallizing into stark realities. While a growing number of older adults are embracing digital technologies for professional pursuits, leisure activities, and interpersonal connections, the transition from the analogue to the digital realm proves to be a labyrinthine journey for many. Consequently, the pivotal inquiry of how to wield these technological marvels adeptly while fortifying one's privacy emerges as an imperative concern.

Startling statistics offer a glimpse into the prevailing landscape: as per the annual technology survey conducted by AARP, a staggering 44% of older adults grapple with uncertainty regarding the confidentiality of their online endeavours (Kakulla, 2021). This pivotal shift from analogue to digital domains presents a multifaceted conundrum, compounded by the fact that older individuals have historically wielded minimal influence over the design and user-friendliness of these technologies (Brown, 2023).

Thus, within this module, we embark on a transformative journey aimed at endowing you with invaluable skills to navigate these digital currents with confidence and dexterity. Our mission is to arm you with the knowledge and tools necessary to traverse these "digital waters" securely, empowering you to bolster your technological acumen and safeguard your data and devices in an increasingly interconnected world.

Learning Objectives

In this unit, learners can...

- learn how to update and maintain software and applications on devices.
- acquire skills in setting strong passwords and enabling two-factor authentication.
- understand the concept of phishing and methods to identify and prevent phishing attacks.
- learn about the secure use of email and recognizing suspicious emails.
- learn about health-related apps and the importance of privacy settings.
- explore energy-saving practices and reduce the carbon footprint related to device use.

Introduction

While older adults increasingly use digital technologies for work, entertainment and communication, the transition from analogue to digital remains a major hurdle. The need for older adults to use smart devices effectively while protecting their privacy has gained attention. This shift, combined with older adults' limited influence in shaping technology, requires that they acquire the critical skills to safely navigate the digital landscape and protect their data and devices in a connected world. If you want to become more digitally savvy and ensure the security of your devices and data, read this module where we teach you useful safety techniques.

4.1. Protecting devices

Welcome to the world of securing your digital devices! This section of the module is designed to help adults like you gain important skills to ensure the security and integrity of your devices online. Whether maintaining software and apps, creating strong passwords, or setting up two-factor authentication, knowing these basics is crucial to protecting your devices from potential threats. Let's dive in!

Technology has become an integral part of our lives, even for older adults whose online presence has increased significantly in recent years. To cite some figures: According to Ofcom⁴ (2020), 58% of 55-64-year-olds in the UK have a social media profile. In Europe, 28% of the population aged 65-74 made at least one online purchase for personal purposes in 2020 (Eurostat). While this trend offers many benefits for older adults, protecting their devices from malware and computer viruses is even more important. In today's digital age, information is just a few clicks away, and unauthorised access to your devices can lead to data breaches and privacy violations. That's why it's important to learn some basic skills to protect your technology. In this chapter, we'll cover these important topics: updating your computer's software and apps and creating strong passwords for your Wi-Fi router to protect your devices.

⁴ (in the UK) Office of Communications, a regulatory body supervising the communications industry.



Below, you will find a few essential terms that are related to the use of smart devices.

<pre>attachEvent("onreadystatechange",H),e.attachE Boolean Number String Function Array Date RegExp _=0;function F(e){var t=[e]=0;return b.ea t[1])===1&&e.stopOnFalse){r=!1;break}n=!1,u& ?o=u.length:r&&(s=t,c(r))>return this).remove tion(){return u=t[1],this},disable:function() re:function(){return p.parentNode(this,argument ending",r={state:function(){return n},always: romise?e.promise().done(n.resolve).fail(n.re id(function(){n=s,t[i]^e[2].disable,t[2][3]. =0,n=h.call(arguments),r=n.length,i=1+e[1]& (r),l=Array(r);r>t;t++)n[t]&&b.isFunction(ni "<table></table><input type '<input'>[0],r.style.cssText="top:top est(r.getAttribute("style")),hrefNormalized:</pre>	Software: programs, data, instructions and code designed to make the computer do certain tasks. Essentially, it serves as an intermediary between the user and the computer hardware, allowing the user to communicate with the computer and use its capabilities.
	2. Hardware: The physical and electronic parts of a computer. Things like the mouse, speakers, keyboard and printer are examples of hardware, but other things like the “brain” of a computer (called the Central Processing Unit or CPU⁵) and other components like the computer's short-term memory (RAM) are also examples of hardware.

⁵ central processing unit (CPU), principal part of any digital computer system, generally composed of the main memory, control unit, and arithmetic-logic unit. It constitutes the physical heart of the entire computer system (Encyclopaedia Britannica).



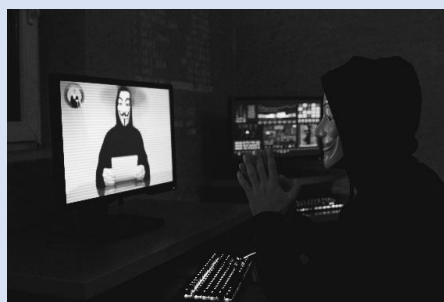
3. Phishing: An attempt to get someone to reveal information over the internet that will allow someone else to, for example, take money from them. A practical example would be an email saying that there has been "suspicious activity" on your bank account and that you need to act immediately. The email might ask you to "Click here to check your account" This link appears legitimate and directs you to a website that looks very similar to your bank's official website. The fake website will ask you to enter your username and password. The fraudsters behind this phishing email now have access to your bank account.



4. Malware: Software designed to corrupt the information on other people's computers and prevent the computers from functioning normally. Some malware is created just to cause chaos and damage. This can include destructive malware that deletes information or corrupts files, among other things. Ransomware, for example, is a type of malware that "encrypts" a victim's files (puts information in a format that only people with permission can read) and demands a ransom for the "decryption" key. Corporate networks are more vulnerable to cybercriminals than attacks on private computers because the ransom is usually more lucrative.



5. Hacking: the activity of getting into someone else's computer system without permission to find out information or do something illegal (Cambridge Dictionary, 2023).



6. Cyberattack: A cyberattack is any deliberate attempt to gain unauthorised access to a network, computer system, or digital device to steal, expose, alter, disable, or destroy data, applications, or other digital devices (IMB, s.d.).



7. Personal information or personal data: Personal data, according to the European Commission, is any information relating to an identified or identifiable living individual. If someone accesses your computer and your files without your authorization, it is generally considered a breach of your data and a violation of your privacy. Personal data can include many types of information, such as documents, images, emails, passwords, bank records, home addresses, health information, and more.

We don't want anyone accessing our PC or WiFi router without permission. Therefore, to protect them we set login passwords. However, hackers/cybercriminals still manage to access the system without our knowledge. Some of the most common reasons why these people can successfully access our devices are:

- Weak passwords – To remember passwords, most of the time we use our birthdays or the names of our spouse or children as passwords. This is the best gift for a hacker because such passwords are quick and easy to crack. Likewise, try not to reuse passwords across multiple accounts.
- Social engineering attacks – As mentioned in the “common terms” section, phishing uses emails, social media or direct messages to get people to click on “malicious” links.
- Human error: believe it or not, it is very common. Accidentally clicking on a link in a “phishing” email or downloading a file from a suspicious website can cause a lot of damage to your devices and potentially put your data at risk (Seth, 2023).

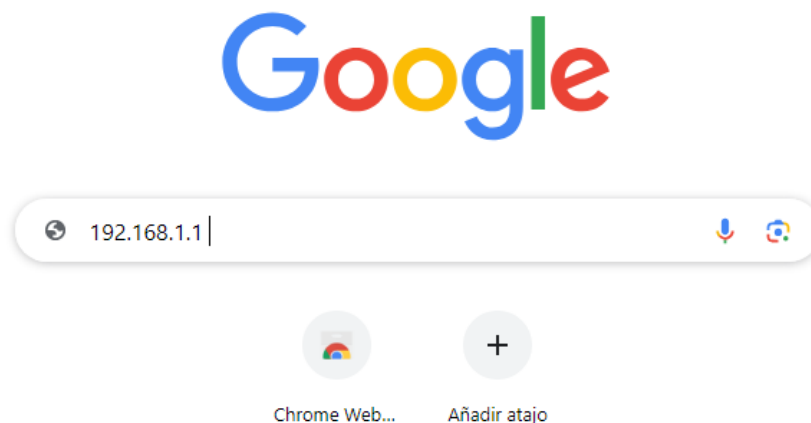
Using good antivirus software, updating your devices, avoiding clicking on suspicious emails or downloading attachments from unknown sources are all good strategies to reduce the risk of becoming a victim of hacking or cyber-attacks. In the following lines, we explain how you can put these strategies into action.

Target English Words in the Spotlight	
	Hardware: The physical and electronic parts of a computer.
	Software: Programs, data, instructions and code designed to make the computer do certain tasks.
	Hacking: Getting into someone else's computer system without permission.
	Virus: Software designed to corrupt the information on other people's computers

4.1.1. Setting up strong passwords for your Wi-Fi router.

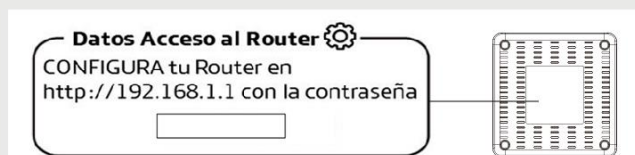
First things first: be careful about giving anyone access to your computer and data, not all attacks on your devices and privacy are “cyber”. Whichever the case, be on the lookout for unusual activity or attempts to access your devices, WiFi networks or private information. Remember, your Wi-Fi router is the gateway to your home network. Therefore, it is important that you protect it with a strong password. Learn how to create a strong WiFi password by following the next steps:

- Look for your WiFi router, your computer should be connected to your WiFi network or router using a cable. Once you have checked everything is connected and working, open a web browser and enter your router's IP address in the address bar (common addresses are 192.168.1.1 or 192.168.0.1).
- Log in with your router's administrator credentials. You can often find these on a sticker on your router or in the router's manual. If you haven't changed them, the default username and password may be "admin" and "password".



- Navigate through your router's settings menu to find the section that relates to WiFi or WLAN settings. Search for options related to the WiFi password or security key.

Welcome to your Optic Fibre Router Configurator. Please, in order to configure your router **you must enter the password that you will find on the sticker located underneath your router called "Router Access Data", as long as you have not changed it before.** In this case, you must enter the



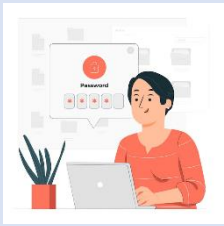
- Once you have done this, create a strong password. Avoid common words or easily guessed words like "password". Instead, choose a combination of upper and lower-case letters, numbers and symbols. Consider passwords that contain a mixture of words and symbols. For example, "P2OJ3CT co11/oy4" is a strong password.
- Then, enter your newly created secure password in the field provided and finally, save or apply the changes, which may require a reboot of your router. Be prepared for a temporary interruption of your WiFi connection.
- Once you have updated your password, you will need to reconnect all your devices to the WiFi network with the new password. Make sure to update the password on all devices that automatically connect to your network, such as mobile phones, tablets and others.

If you think your devices, hence your privacy have been breached, you need to act quickly, change your passwords or, worst case scenario, contact the relevant authorities and seek legal help if necessary. This said, let's continue with more examples of safety to protect your devices.

Exercise: Update your passwords from your phone

Here is a link to a step-by-step video on how to change your WiFi password from your mobile phone (and not from your computer).

[\(1\) How to Change Your WiFi Password Using Your Phone!! - Howtosolveit - YouTube](#)

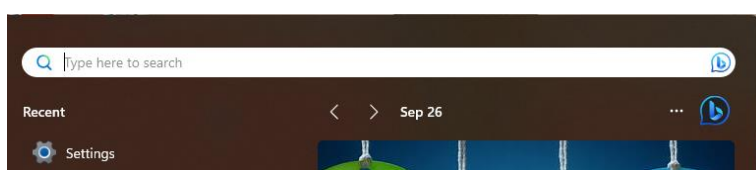
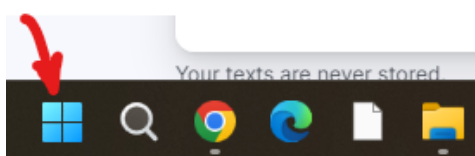
Target English Words in the Spotlight	
	Password: A secret combination of characters (letters, numbers, symbols) for digital safety.
	Settings: Options for customising and adjusting various features on devices or applications.
	Wi-Fi: Wireless technology for devices to connect to the internet without cables.

4.1.2. Updating and maintaining your computer's software and applications on your devices.

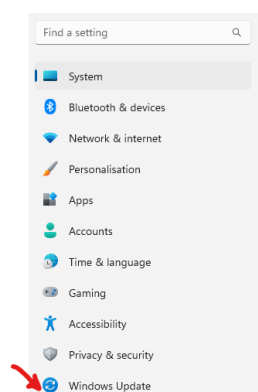
One of the most important ways to protect your computer and your data is to keep your operating system and software up to date. Developers are constantly releasing updates to close security holes that hackers can exploit. Keeping your devices up to date reduces the risk of falling victim to cyber-attacks and also improves the performance of your devices. Simply put, updating Windows is like taking your car in for regular maintenance to keep it running safely and well.

How can I update Windows? Microsoft regularly releases updates to fix security bugs and improve system stability. Always install these updates promptly to ensure your computer's security. To update your computer's software please follow these steps>

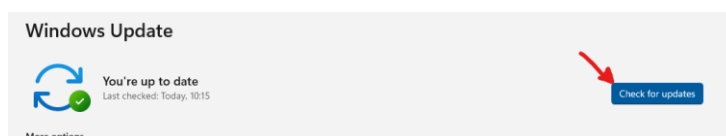
- In the lower left corner of your screen you'll see the Windows logo. Click on it.
- In the Start menu, click on "Settings", which looks like a cogwheel.  If you can't find it, type "Settings" in the search bar and click on the icon. In the "Settings" window you'll find an option called "Update & Security" Click on it.



- In the "Update & Security" section, click on "Windows Update" on the left.



- Click on the button "Check for updates". Your computer will then connect to the Microsoft servers to see if updates are available.



- If updates are available, they'll be displayed on your computer. Click on "Install" to start the update process. After the updates are installed, your computer may prompt you to restart it. If this is the case, click on "Restart now".

4.1.3. Use Antivirus Software.

As mentioned earlier, some of the most common reasons cybercriminals can successfully access our devices are due to human error. Even though it is a good security measure to surf the internet carefully (e.g. not clicking on suspicious emails), these cases cannot be prevented 100%. Installing antivirus software can protect your computer from malware threats such as viruses. A good antivirus program acts as a shield against various infections and ensures the safety of your data.

A good antivirus program for Windows is "Windows Defender" (also known as "Microsoft Defender Antivirus"). It's built into Windows 10 and Windows 11, so you don't have to buy it separately (it's free). It provides solid protection against viruses and malware. As for updates, Windows Defender is automatically updated along with your Windows updates. For Apple devices, the operating system (software) is iOS, which has strong security features. Apple doesn't recommend or allow third-party antivirus apps for iOS. Your Apple computer or iPad is already pretty safe as long as you keep your device updated with the latest iOS version and only download apps from the Apple App Store, which is carefully vetted for security.

Exercise: Check if your antivirus software is updated

Open the anti-virus software you have installed on your computer. You can usually find it by searching for Antivirus in your computer's Start menu. Click on the "Check for updates" or similar option in the update section. Follow the instructions on the screen to install them. You will usually need to click on a button such as "Install updates" or a similar option.

To protect your devices, it's important to take security measures such as using strong and unique passwords, regularly updating your software and installing reliable antivirus and security software. However, securing the devices we use is simply the first step in the bigger picture of personal data protection. In the following section, we will take a closer look at data protection measures. Let us now begin to expand our understanding of data integrity security methods.

4.2. Protecting personal data and privacy

Let's talk about protecting your data and privacy! This section of the module is tailored to help adults like you learn important skills to keep your personal information safe online. Whether you communicate through social media or email or manage software and apps on your devices, understanding these basics is key to protecting your data. Let's dive in!

Besides using email, Facebook and other platforms are excellent ways to connect with friends and family, allowing you to exchange messages with loved ones. Studies have shown that older adults who engage in online activities improve their cognitive function and have a lower risk of developing depression or dementia. However, it's important to know that the use of email and social media by individuals 50 and older can also bring certain vulnerabilities. Therefore, it's important for older adults to be aware of potential risks associated with these messaging systems and to take steps to avoid scams.

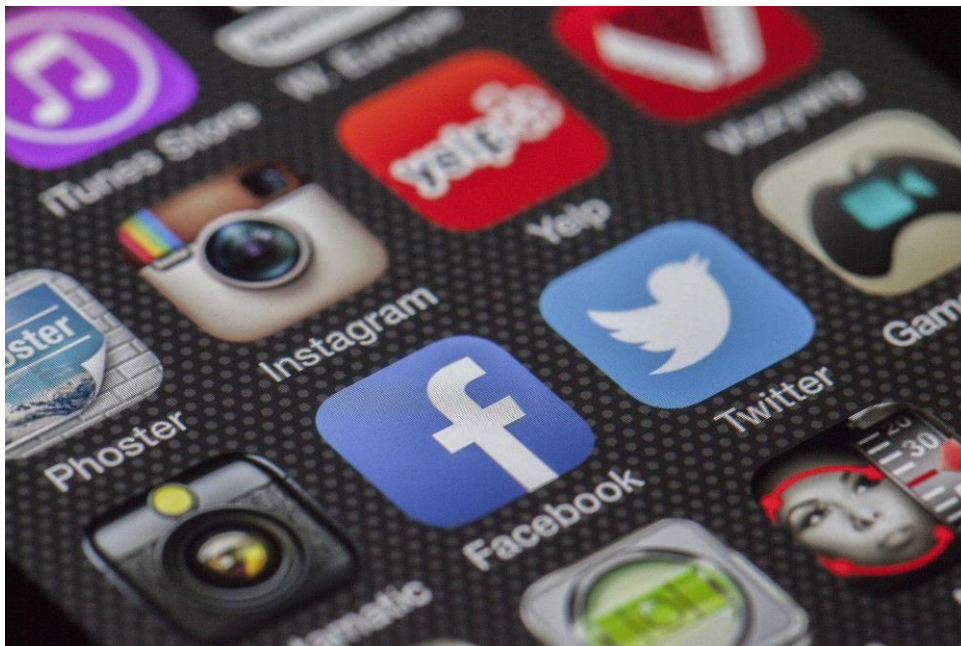
Remember the lesson from your childhood about not talking to strangers in the playground? Well, those very same principles and vigilance apply in the online sphere, no matter how old you are. This is especially important as older adults are disproportionately vulnerable to online scams and fraudulent activity. Therefore, here are a few tips on how to avoid this type of uncomfortable situation.

4.2.1. *Protect your data in social media.*

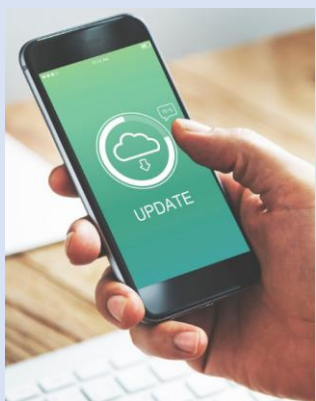
According to a survey conducted by True Link Financial, older adults (50-70 years old according to the survey) suffer \$36.48 billion in financial losses annually due to "financial abuse, as highlighted in their report on Elder Financial Abuse (2015). Read the following safety measures for social media and reflect on them:

- ❖ Be selective about friend requests and followers: Only accept friends and follow requests from people you know and trust. Be careful when accepting requests from strangers.
- ❖ Think before you post: Before giving out personal information, ask yourself if it's necessary to post something. Avoid sharing sensitive details such as your full address, phone number, or financial information.

- ❖ Beware of sharing your holiday plans too much: Don't share holiday photos and news until you return. Spreading the word about your absence can make you a target for break-ins.
- ❖ Activate two-factor authentication (2FA): 2FA provides an extra layer of security even if someone knows your password. Enable 2FA on your social media accounts for added security.
- ❖ Be sceptical of unsolicited messages: Scammers often contact you through social media. Don't respond to unsolicited messages, especially those asking for personal or financial information. Be particularly careful with those messages from people you know that do not sound like them; sometimes scammers can pose as friends and acquaintances and ask you for money or other personal information.



Remember that in Section 4.1 on protecting devices, we discussed the importance of updating your passwords and not clicking on links that come from suspicious messages (phishing). You need to be aware of the potential risks online and take proactive steps to avoid scams - here's why and how to prevent them.

Target English Words in the Spotlight	
	Antivirus: Software safeguarding against cyber threats.
	Security: Measures for protecting systems, data, and information on digital devices.
 DATA PROTECTION	Data Protection: Safeguarding sensitive information and ensuring its confidentiality.
	Updating: Making systems current and secure.

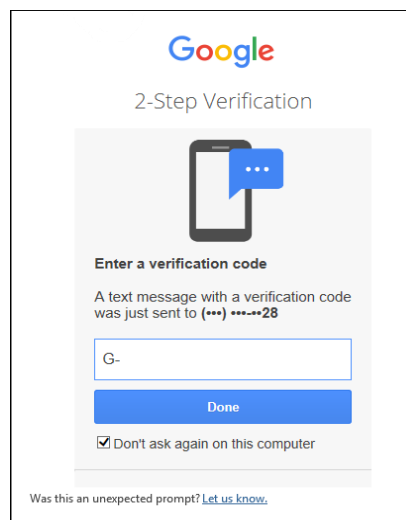
4.2.2. Setting up two-factor authentication and avoiding phishing attempts.

Let's look at two important aspects of online security: using two-factor authentication to secure your accounts and recognizing and avoiding phishing (see common terms) attempts. These are important skills that will help you maintain your privacy and protect your data effectively. So, here we go!

- Two-factor authentication, or 2FA, is equivalent to having additional locks on your digital doors instead of simply one. When you need to access something important, such as your email or bank account, 2FA provides an additional layer of security beyond your regular password. It requests additional details to ensure that you are the one attempting to gain access. This second factor could be something you know (such as a code), something you own (such as your phone), or something you are (such as your fingerprint). Many important online accounts and apps use 2FA to protect your information, for example, Gmail and Outlook, Facebook and X (formerly *Twitter*) and other banking apps.

Once you have set up 2-step verification, you can log in to your account:

- Your password
- Your phone



Source: <https://support.microsoft.com/en-gb/office/add-a-gmail-account-to-outlook-70191667-9c52-4581-990e-e30318c2c081>

Exercise: Enable the 2FA in your Gmail account

Enable the 2FA on Gmail (also referred to as 2-step verification)

- ❖ Open your Google Account and click on your photo . Then click on the button "Manage your Google Account" or go to <https://myaccount.google.com/>
- ❖ Select "Security" in the navigation panel.
- ❖ Under "Signing in to Google", select 2-Step Verification and then Get Started.
- ❖ Follow the steps on the screen.

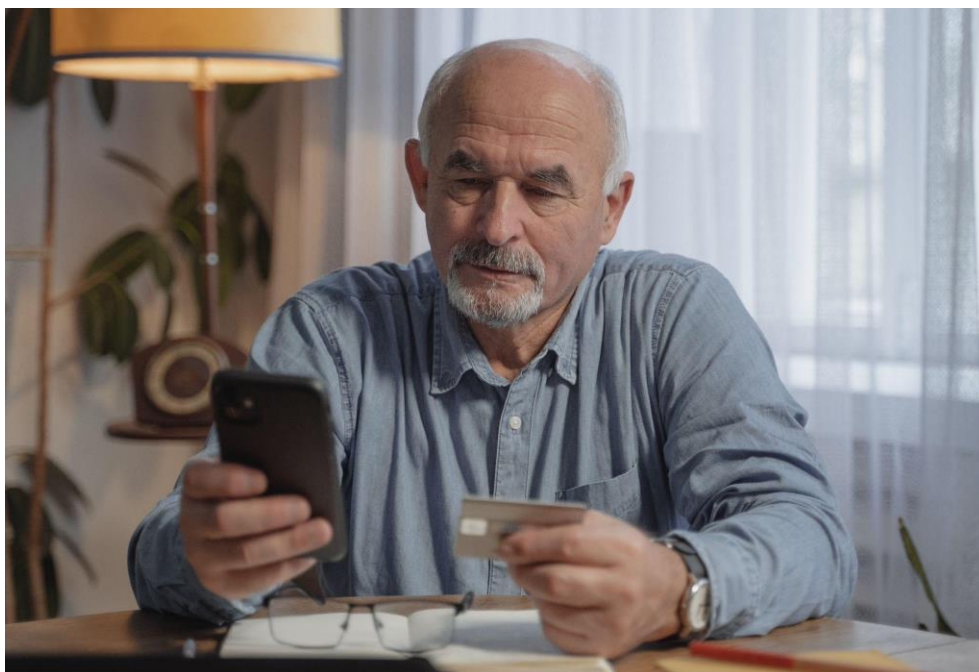
Tip: If you use an account through your work, school or other group, these steps may not work. If you can't set up 2-step verification, ask your administrator for help.

Check that it's you with a second step

After you've enabled 2-step verification, you'll need to take a second step to verify that it's you when you sign in. To protect your account, Google will ask you to complete a specific second step.

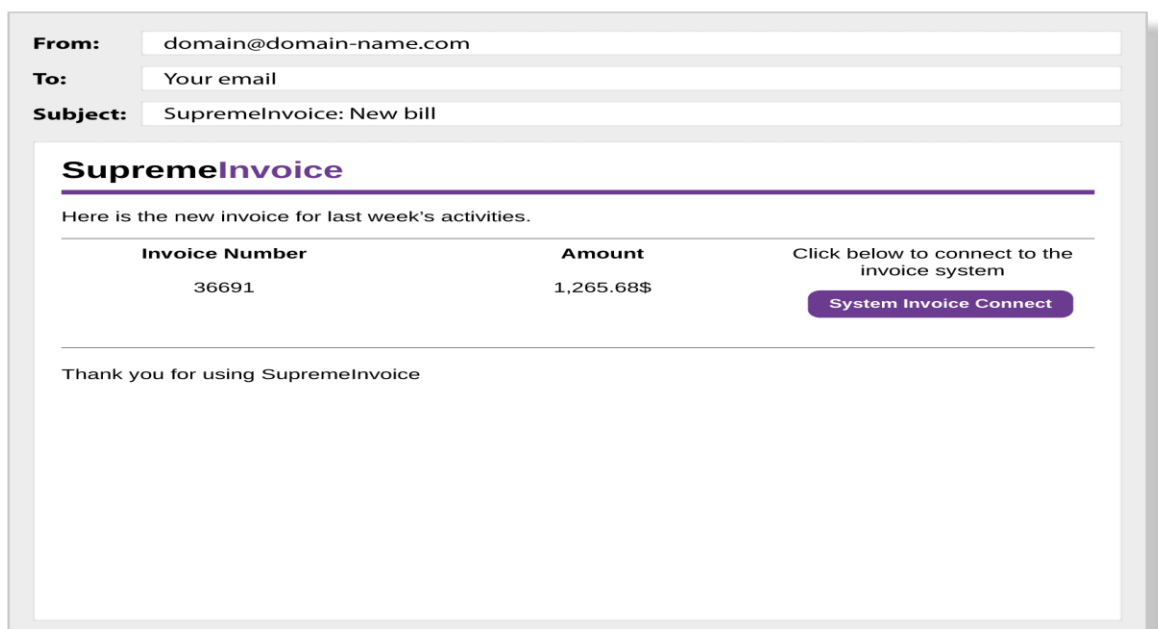
Some links and resources:

<https://support.google.com/accounts/answer/185839?hl=en&co=GENIE.Platform%3DDesktop>



- Phishing is a common online threat where cyber criminals try to trick people into revealing sensitive information over the internet. This information can be used for malicious purposes, such as stealing money.

Imagine you receive an email with the subject line "Suspicious activity on your bank account." The message urgently warns you of possible unauthorised access and advises immediate action. To investigate further, you're asked to "click here to check your account" The link in the email appears to be genuine and takes you to a website that looks almost identical to your bank's official website. The fake website asks you to enter your username and password to verify your identity. Unbeknownst to you, the scammers behind this phishing email have now gained access to your bank account.



Source: <https://terrانovasecurity.com/top-examples-of-phishing-emails/>

Exercise: Phishing checklist

To protect yourself from becoming a victim of such a scam, follow this three-step checklist:

❖ Check the source:

Before clicking on a link or providing any information, carefully check the sender's email address and the URL of the link. Reputable organisations use official domain names in their web addresses. In the example above, make sure that the email address and the domain of the website exactly match the official domain of your bank.

❖ Examine the message:

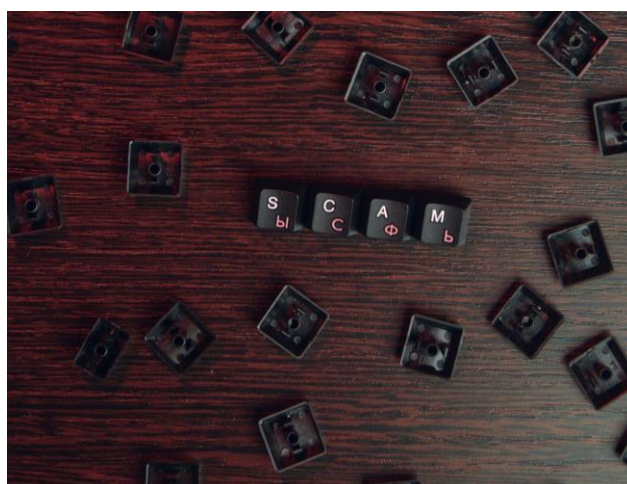
Pay attention to the content of the message. Be cautious of emails that create a sense of urgency, urge you to act immediately or use threatening language. Reputable institutions usually communicate important matters through secure channels, not unsolicited emails.

❖ Avoid clicking on links:

Instead of clicking on links in suspicious emails, manually type the official website address of the company (in this case, your bank) into your browser's address bar. This will ensure

that you're visiting a legitimate site. Also, use bookmarks or saved links to access your important accounts.

By following these steps, you can significantly reduce the risk of falling victim to phishing attempts and protect your personal information and finances from cyber criminals.



4.3. Protecting health and well-being

Nowadays it is impossible to find a job that does not involve the use of a computer to a greater or lesser extent. At home, too, we tend to use electronic devices for everything from organising a trip, looking for a recipe or chatting with friends. This increases the hours we spend sitting, exposing our eyes to the light from screens, straining our wrists by typing for hours on end or using a mouse to make hundreds of thousands of clicks.

Any activity we do with computers or electronic devices exposes us to injury and deterioration of our health. The good news is that we can create healthier habits, without having to alter our routine significantly.

When it comes to taking care of ourselves, we need to consider both our physical and mental health.

4.3.1. Protecting our physical health.

Ergonomics is important to prevent injury and maintain comfort when using a computer. Here are some ergonomic tips for setting up your workstation properly. Adjust your workstation according to these tips to reduce muscle strain, eyestrain and other problems related to posture and computer use.

Practice ergonomics:

Set up your workstation with ergonomics in mind. Make sure your chair, keyboard and monitor are positioned correctly to reduce the risk of strain or injury.

What features should an **ergonomic chair** have?

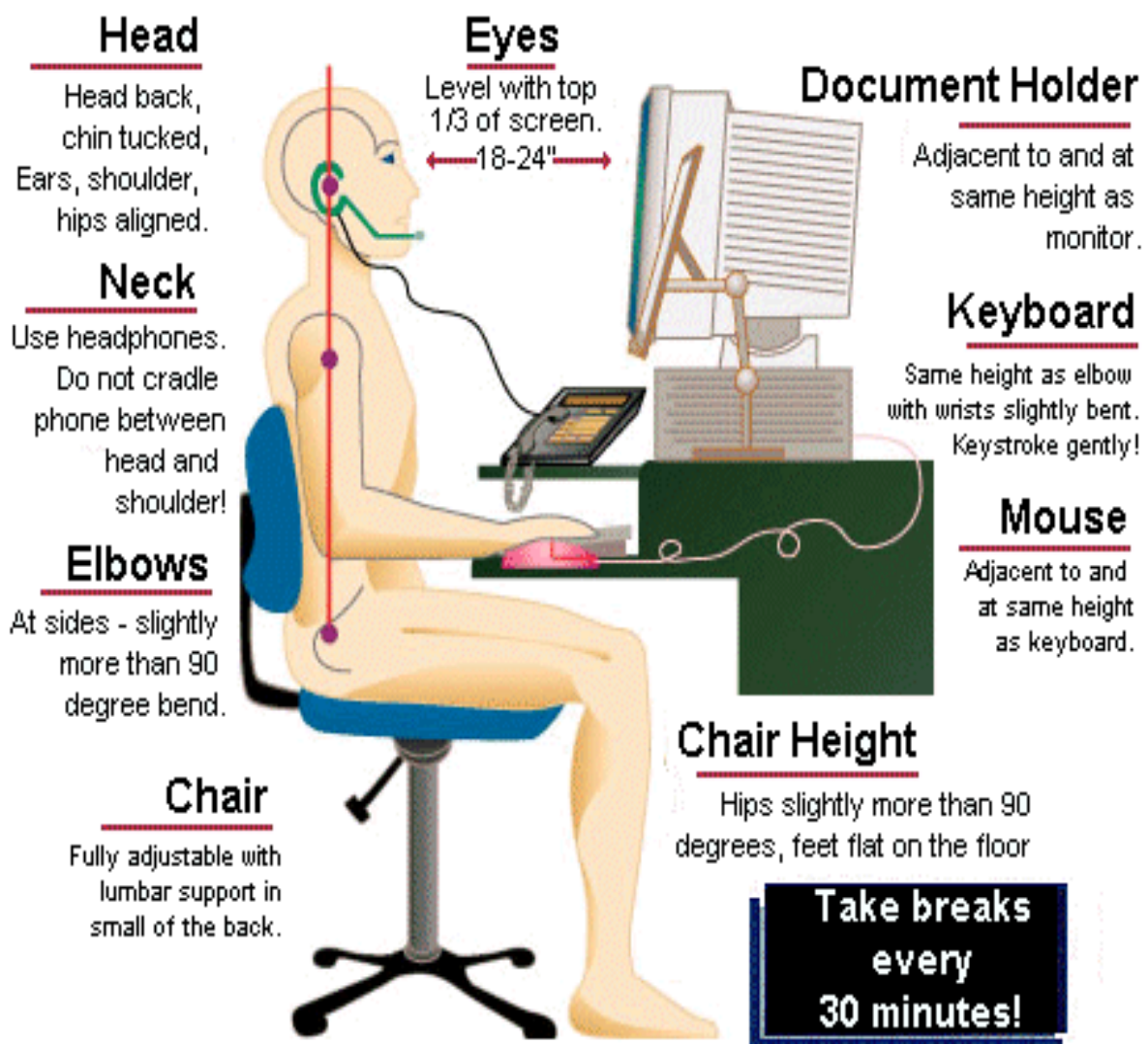
- Headrest, to prevent you from developing pain or discomfort in the cervical area.
- Adjustable seat to adapt to the height of the table.
- Possibility of adjusting the depth of the seat. The pelvis must be well supported, obtaining a free space between the edge of the seat and the knees that favours blood circulation.
- Armrests: This feature allows the arms to be well supported and the weight does not fall on the shoulders.
- Reclining and adaptable backrest, which adapts to the curvature of the back, forming a soft and subtle backrest, which imitates the shape of the human spine.
- Breathable materials that allow the body to be ventilated at all times and not accumulate too much heat in the body, providing a feeling of comfort.

Desk height: Make sure the work surface is at the right height so that your elbows are close to a 90-degree angle when typing or using the mouse.

Keyboard and mouse: Place the keyboard and mouse directly in front of you, at a distance that allows you to keep your elbows close to your body and your arms relaxed.

Monitor:

- Position the monitor at eye level or slightly below the line of sight. This avoids neck and shoulder strain.
- Make sure the monitor is at a distance of approximately 50-70 centimetres from your eyes.
- Adjust the screen settings to avoid reflections and glare. Also, adjust the brightness and contrast to reduce eyestrain.
- If you use two monitors, make sure they are at the same height and centred in front of you to avoid unnecessary neck turning.



Source: <https://inside.lanecc.edu/safelane/ergonomic-information>

Target English Words in the Spotlight	
	Keyboard: An input device for typing characters into a computer.
	Monitor: Display screen for visual output from a computer.
	Mouse: Pointing device for interacting with a computer.
	Adjustable seat: Chair that can be modified to suit personal comfort.
	Ergonomics: Design for efficiency and comfort in a workspace.

4.3.2. The working environment.

Adequate lighting: Make sure the lighting in your work area is sufficient to avoid eye fatigue and make it easier to read documents.

Organization of space: Keep your workspace clean and organised to avoid distractions and make it easier to access your work tools.

Use of document holders: If you need to read documents while working at the computer, use an adjustable document holder to avoid twisting your neck and back.

Exercise: Is my working environment safe?

Read carefully the recommendations above and check if your working environment is safe or not. What can you do to have a better and safer working environment without spending a lot of money?

Maybe you can buy second-hand furniture. Use your browser and look for opportunities in your area.

4.3.3. Take regular breaks.

- Take frequent, short breaks to stretch and relax your muscles. Use the "20-20-20" rule (every 20 minutes, look at something 20 feet away for 20 seconds) to prevent eye fatigue.
- Perform specific exercises and stretches to maintain flexibility and reduce muscle tension. Stretch your arms, hands, neck and shoulders regularly.

THE 20-20-20 RULE

to reduce the effects of digital eye strain



The infographic is divided into three vertical panels. The left panel has a light green background and shows a computer monitor with a bar chart and a line graph on its screen. Below the monitor, the text reads 'Take a break for 20 seconds...'. The middle panel has a light orange background and features a large, stylized eye icon. Below the eye, the text reads '...and look at something 20 feet away...'. The right panel has a light blue background and shows a clock face with a green segment highlighted. Below the clock, the text reads '...every 20 minutes.'.

Take a break for 20 seconds...

...and look at something 20 feet away...

...every 20 minutes.

Follow the 20-20-20 rule and give your eyes a break! **healthyssetgo.**

<https://www.eriolasereye.com/reduce-eye-strain-with-the-20-20-20-rule>

Exercise: stretches to maintain flexibility and reduce muscle tension

If you already practise some stretching routine, try to practise at least every hour when you are working on the computer. If not, you can look in your browser for some stretching routines that might help you.

Below is an example of a video with 3 stretching routines.

https://www.youtube.com/watch?v=-es9VDr_31E

4.3. Protecting our mental health. and well being

The use of computers and digital devices has a significant impact on mental health. While technology can be a powerful tool for work, education and communication, it can also contribute to mental health problems. Here we describe some of the effects that computer use can have on mental health and how to address them healthily:

Undesired effects	Tips to address them
Digital Fatigue and Stress: Excessive use of devices and constant exposure to screens can cause mental fatigue and stress. Constant availability of emails and notifications can increase pressure and anxiety.	● Set time limits for device use. ● Turn off unnecessary notifications and create technology-free moments in your day. ● Practice mindfulness to reduce digital stress.
Technology and Sleep Disorders: Exposure to screens before bedtime can interfere with sleep due to the blue light emitted by the devices.	● Avoid using electronic devices at least one hour before bedtime. ● Use apps or device settings that reduce blue light at night.
Pressure to Perform Online: The need to display a perfect life on social media can create pressure and anxiety about online performance.	● Remember that social media often shows an idealised version of people's lives. ● Focus on what is important to you rather than seeking approval online.

Information overload: Constant exposure to information and news can cause anxiety and stress.	● Be selective with information sources. ● Set specific times to get information and then disconnect.
Social Networking Dependency: Too much time on social networks can lead to constant comparison and lower self-esteem.	● Set time limits for social networking. ● Perform periodic digital detoxes.

There are other more serious unwanted effects such as cyberbullying, technology addiction, depression and social isolation. If you notice that you or someone around you has any of these symptoms, you should seek professional help.

Exercise: Digital detoxes.
Do you know what a digital detox is? A digital detox is a period when a person voluntarily refrains from using digital devices such as smartphones, computers, and social media platforms. Set one day a week when you will not use technology. Inform your family and friends so they don't worry if you don't answer. You'll see how much better you feel, and I'm sure your friends will join in when they see the results!

Target English Words in the Spotlight	
	Digital Fatigue: Tiredness because of excessive digital device use.
	Information Overload: Overwhelm because of an excess of information
	Social Networking Dependency: Excessive reliance on social media platforms

4.4. Protecting the environment

4.4.1. Energy-saving practices and reducing the carbon footprint related to device use.

We are all aware that measures need to be taken to reduce our carbon footprint and minimise the effects of climate change. When we think of this, the first things that come to mind are reducing or offsetting emissions in transport, not printing unnecessary documents or reducing consumption and recycling, to name a few.

The "digital carbon footprint" refers to the environmental impact of digital activities and services in terms of greenhouse gas emissions. It is often referred to as the "invisible danger" because much of this impact occurs online and is not directly visible to users.

Reducing the carbon footprint of digital devices and adopting energy-saving practices is essential in today's world, where technology plays a central role in our lives and contributes to greenhouse gas emissions.

Below are some ideas for reducing your digital carbon footprint:

- **Choose energy-efficient appliances**

The most efficient appliances are those with an A+++, A++ and A+ label. These are followed by appliances with moderate consumption, labelled A or B, and finally appliances with high consumption, labelled C or D.

When choosing a computer, opt for devices with solid-state drives (SSD) instead of traditional hard drives, as they consume less energy and improve battery life.

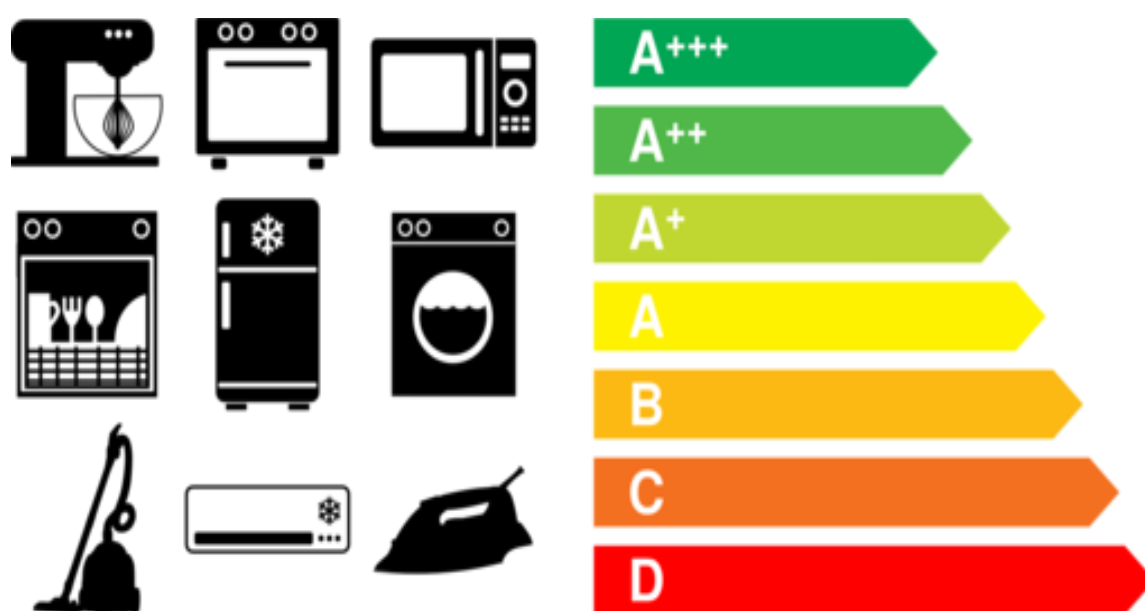


Image. [Wikimedia Commons](#)

- **Choose low-energy settings:**

- Adjust the power settings of your devices so that they automatically switch to sleep or hibernation mode when not in use.
- Reduce screen brightness and use energy-saving modes on laptops and smartphones.
- Switch off or unplug devices when not in use as they also consume power in standby mode.

To adjust the power settings of your devices, it is best to use a search engine and type in "how to adjust the power settings for BRAND AND MODEL / OPERATING SYSTEM", as each model may have different power settings.

Here's how to adjust the settings for Windows 11, which is one of the most widely used operating systems.

Exercise: Reducing the screen brightness in your laptop

Type "reduce screen brightness in BRAND AND MODEL / OPERATING SYSTEM" in your browser. Follow the instructions. You can enter it directly in a browser, such as Google or Bing. If you feel more comfortable watching a video, you can write the same instructions on YouTube.

Windows 11

Windows 10

To adjust power and sleep settings in Windows 11, select **Start > Settings > System > Power & battery > Screen and sleep**.

- **Screen:** Select how long you want your device to wait before turning the screen off when you're not using your device.
- **Sleep:** Select how long you want your device to wait before going to sleep when you're not using it.

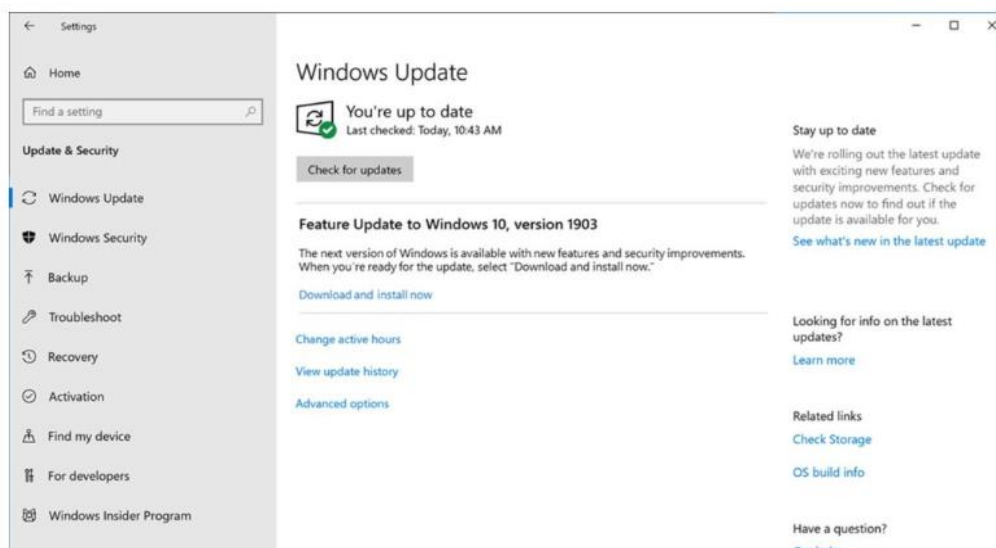
[See more about how to shut down, sleep, or hibernate your PC](#)

[Open Power & sleep settings](#)

Keep your devices and operating systems up to date.

- Manufacturers often release updates that include energy-saving improvements.
- Clean and maintain your devices regularly to ensure they are working efficiently, as dust and dirt can lead to overheating and increased power consumption.

Make the updates recommended by the operating system. It's very simple, the system itself has notifications to warn you when an update is available.



- **Use renewable energy sources:**

- If possible, power your digital devices with renewable energy sources. You can install solar panels or sign up for a green energy plan with your electric company.
- Consider using portable solar chargers or power banks to charge mobile devices when you are away from home.

- **Use cloud services and data centres:**

- Use cloud services and data centres that prioritise energy efficiency and renewable energy sources. Companies such as Google and Amazon have made great strides in this area.
- When storing data, consider compressing and reducing file sizes to reduce the energy required for data storage.

The topic of energy-efficient cloud computing has become a priority on the EU political agenda and the [European Digital Strategy](#) sets the goal of achieving climate-neutral, highly energy-efficient and sustainable data centres by no later than 2030.

- **E-waste management:**

- Recycle or properly dispose of old and non-functioning devices through authorised e-waste recycling centres. Many electronic devices contain hazardous materials that must be handled responsibly.
- Consider repairing or upgrading devices rather than replacing them to extend their useful life.

Exercise: Look for e-waste recycling centres in your community

Follow the steps below to find a w-waste recycling centre in your area:

1. Check for local regulations. You can find out more about your local e-waste regulations by visiting the websites of your state environmental agency, your county or city waste management department, or your local recycling centre. You can also call them or visit them in person to ask for more information.
2. Look for certified recyclers: You can find certified e-waste recyclers or disposal services by using online directories or databases, such as the e-Stewards Find a Recycler tool, the R2 Recycling Leader Locator, or the Sustainable Electronics Recycling International (SERI) Directory.
3. Compare options and costs. Some recyclers or disposal services may offer free pickup, drop-off, or mail-in services, while others may charge a fee or require a minimum amount of e-waste
4. Prepare your e-waste. Before disposing of your electronic devices, you should back up any important files or data from your devices, and erase or wipe any personal or sensitive information from your hard drives, optical drives, memory cards, or other storage media.

Source: <https://www.linkedin.com/advice/1/how-do-you-find-reputable-certified-e-waste>

Target English Words in the Spotlight	
	E-waste: Discarded electronics at the end of their life.
	Carbon footprint: Total greenhouse gas emissions.
	Energy-saving mode: Reduces energy use during operation.

- **Digital Minimalism:**

- Reduce the number of apps and services you use. This not only reduces your carbon footprint but also declutters your digital life.

- **Responsible consumption:**

- Consider the environmental impact when downloading or streaming content. Choose lower-quality streaming options where possible and download only what you need.

- **Promote change:**

- Support companies and policies that prioritise environmental sustainability in their digital practices.

91% of all searches are done through Google. Each Google search produces 0.2 grams of CO₂. That is only what it is directly responsible for, not including, for example, the energy that powers individual computers.

In 2020 they consumed 15.5 terawatt hours of electricity and their total emissions amounted to more than 17 million tons of CO₂, roughly what countries like Nepal, Croatia and Ethiopia produce.

Fortunately, there are smaller search engines that are eco-friendly to use, making your everyday queries a little greener.

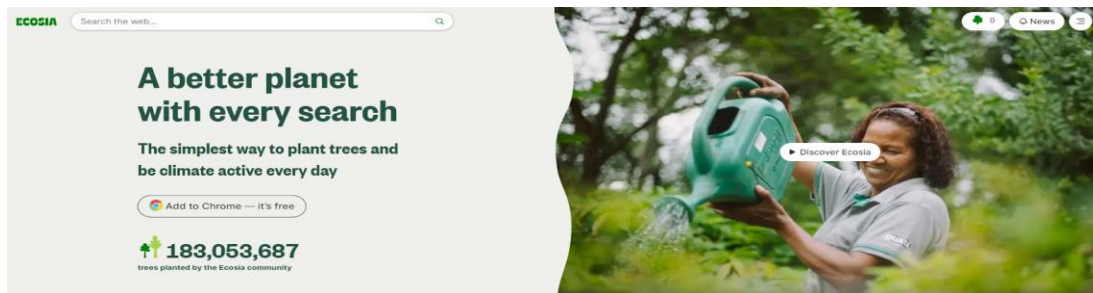
4.4.2. Sustainable search engines

- Ecosia
- Ekoru
- OceanHero
- Goodsearch
- Rapusia
- Give as you Live
- Elliot for Water

Exercise: Download and use an eco-friendly browser

Open your browser and look for one of the browsers above, download it and install it on your computer. Use it for your daily activities. How was the experience? How does the browsing experience compare to the big browsers, and would you recommend it to your friends and family? Remember that it is the small actions that make a difference.

ECOSIA



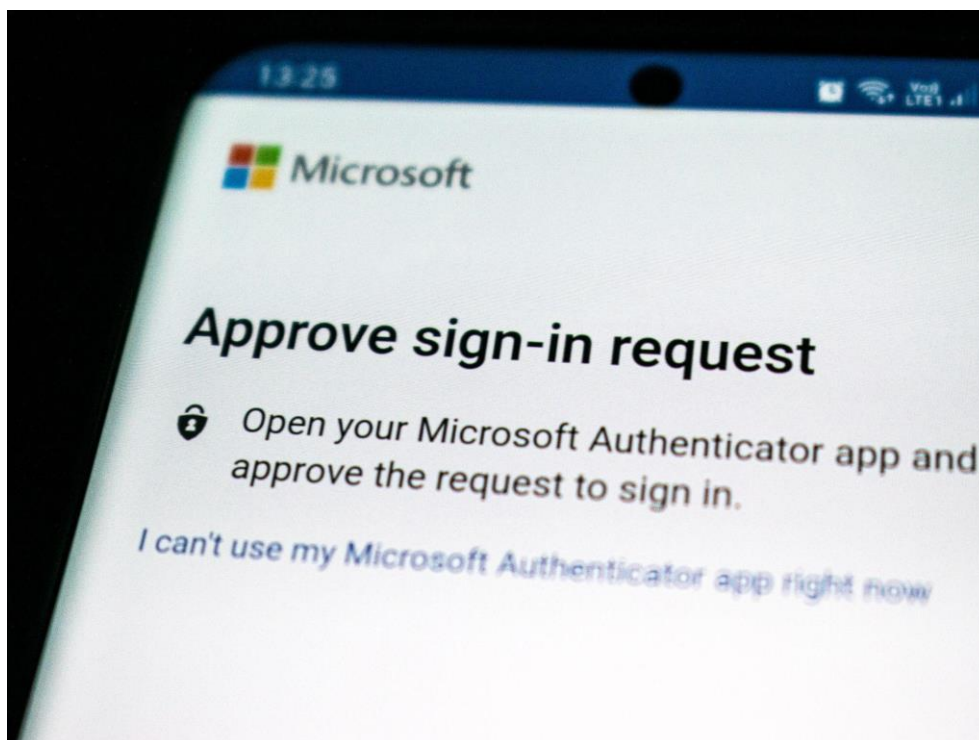
Ecosia is a CO₂-negative search engine, which supports full financial transparency and protects the privacy of its users.

Ecosia is B Lab certified, meeting its standards of responsibility, sustainability and performance. By September 2023, the company claims to have planted more than 181 million trees since its inception and to plant a tree every 1.3 seconds.

Target English Words in the Spotlight

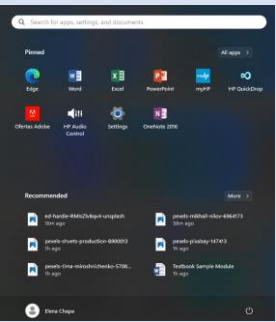
Exercise 1. Discuss the functions in the image below. Do you recognize what the message is for?

Clue: The text in the photo is a notification sent to a mobile phone to approve a sign-in request to a Microsoft (Outlook) email account.



Exercise 2. Match the icons with their names.

	Apple Inc.'s operating system
	Windows start menu
	Windows' antivirus

	Search engine (Ecosia)
	The “Settings” of your Windows computer
	2-step verification or 2FA setting on Gmail
	Windows update
	Efficient domestic appliances icon

Exercise 3.

Instruction: Fill in the blanks with the correct words or phrases (social, sleep time, disconnect, notifications).

Tips for dealing with:

Digital fatigue and stress > Turn off unnecessary _____ and create technology-free moments in your day.

Sleep Disorders > Avoid using electronic devices at least one hour before _____.

Information overload > Set specific times to get information and then _____.

Social Networking Dependency > Set yourself time limits for _____ media.

Exercise 4.

Instructions: Match the words with their corresponding definitions below.

Vocabulary:

Phishing

Malware

Software

Hacking

Hardware

Personal information or personal data

Definitions:

- A. Code that makes computers do specific tasks, connecting users and hardware. B. The physical parts of a computer, like CPU and RAM, and devices, such as keyboards.
- C. An attempt to get sensitive info online, often through fake emails or sites. D. Software causing harm to computer data
- E. Illegally accessing someone's computer for information or illegal actions.
- F. Any information about a person that can identify them, including personal data types.

Exercise 5.

Instructions: Pair with a student and read the sentences below aloud. While one pair reads aloud, the other pair numbers what is read aloud.

Sentences for Pair 1: Read these sentences aloud one by one.

Update your computer.

Use strong passwords.

Be careful about phishing.

Protect your Wi-Fi with a strong password.

Take regular breaks and do stretches.

Keep you physically fit when using computers.

Avoid using electronic devices before bedtime

Social media can create pressure.

Notes for Pair 2: Listen to the sentences read by Pair 1 and write the order you hear them

Take regular breaks and do stretches	
Update your computer.	
Avoid using electronic devices before bedtime.	
Keep you physically fit when using computers.	
Be careful about phishing.	
Protect your Wi-Fi with a strong password	
Be careful about phishing.	

Questions & Answers

1. What characteristics does a password have to have to be secure?

It must be at least 12 characters long and include a mix of at least three of the following elements:

- Uppercase letters (A-Z).
- Lowercase letters (a-z).
- Numbers (0-9).
- Special characters (such as !, @, #, \$, %, etc.).

Avoid using personal information such as names, dates of birth, names of family members or information easily accessible on social networks.

2. What is phishing and how can I avoid it?

Phishing is a form of cyber-attack in which criminals try to trick you into revealing personal, financial or confidential information, such as passwords, credit card numbers, social security numbers, or even online account login information. Attackers often pose as a trusted entity, such as a bank, technology company or government organisation, and use social engineering techniques to manipulate you and obtain your data.

To avoid falling for a phishing scam, verify the source: Before clicking on links or downloading attachments in emails or messages, verify that the sender is legitimate. Check the sender's email address and look for spelling or grammatical errors in the message.

3. Why is it important to use an antivirus?

An antivirus is an essential part of your cyber security strategy. It helps protect your devices, data and privacy by detecting and preventing malware threats. Without proper protection, your device is exposed to a variety of risks, which can jeopardise your online security and data integrity. Therefore, it is important to install and keep up-to-date a reliable antivirus to keep your devices safe.

4. What is the difference between a virus and spyware?

The main difference between a virus and spyware lies in their goals and behaviours. While viruses seek to damage or control a system and actively spread, spyware aims to collect information without the user being aware of it and generally does not spread in the same active manner. Both types of malware are harmful and should be avoided, so it is important to have security measures in place, such as antivirus and antispyware programs, to protect your devices.

5. Is it necessary to install anti-spyware on my computer?

Yes, it is advisable to install an antispyware program on your computer, especially if you want to maintain the security and privacy of your data while surfing the web and using online applications. Installing an antispyware program on your computer is an important security measure to protect your privacy, your data, and the integrity of your system. It is advisable to use a reputable antispyware program together with an up-to-date antivirus to provide comprehensive protection against a wide variety of online threats.

6. Why do software companies update their products regularly?

Regular software updates are essential to maintain the security, efficiency and relevance of applications and programs in an ever-evolving technological world. In addition to addressing problems and vulnerabilities, updates also enable software companies to continue to meet the changing needs of users and remain competitive in the marketplace. Therefore, users need to keep their software up to date to take full advantage of these improvements and stay protected.

7. What precautions should I take with my data when using social networks?

Be careful with the information you share. Some tips are:

- Configure the privacy settings on each of your accounts so that your information cannot be seen by anyone.
- Never post data or images of the area where you live, address, and phone number.
- Avoid sharing your exact location in real-time.
- Do not post details about your travel plans or indicate when you are away from home for long periods. This could attract the attention of potential thieves.

8. What factors should I consider when designing my workspace to be ergonomic?

Ergonomics is key to preventing long-term health problems such as musculoskeletal injuries and fatigue. As you design your ergonomic workspace, consider how each element affects your comfort and productivity, and adjust as needed to create an environment that helps you maintain a healthy and comfortable posture while working. Several ergonomic factors should be considered when designing a workstation, including head height, shoulder height, arm reach, elbow height, hand height, leg length, and hand and body size.

9. What do I need to consider when purchasing a computer or other electronic device to be energy efficient?

When buying a computer or other electronic device with energy efficiency, you should consider several aspects to reduce energy consumption and minimise your carbon footprint. Some of these factors are energy certification (at least A+, preferably A+++), LED display, and solid-state hard drive (SSD) among others. Do your research online to find out the actual energy efficiency of a specific device before you buy it.

10. What are the advantages and disadvantages of using an eco-friendly browser, such as Ecosia?

Advantages:

- Environmental commitment: it uses part of its advertising revenue to plant trees, which contributes to reforestation and climate change mitigation.
- Transparency as to how advertising revenues are used and how sustainability initiatives are carried out.

Possible disadvantages:

- Fewer Functionalities
- Limited Search Results
- Potential Privacy Compromise

Video links safety

Video links for information and data literacy

How to See Your Facebook Password if You Forgot it!! - Howtosolveit
<https://www.youtube.com/watch?v=D3br71uBan8>

How to See Your Facebook Password!!
<https://www.youtube.com/watch?v=Mr-ofibDhZs&list=UULP4rTTBmZshJ3YOANhWLNcFQ&index=32>

How To Recover Facebook Password Without Email And Phone Number!! - Howtosolveit
https://www.youtube.com/watch?v=NG_ZEIzUKZQ&list=UULP4rTTBmZshJ3YOANhWLNcFQ&index=41

MODULE 5: PROBLEM SOLVING

Summary

In the ever-evolving landscape of the digital era, where technology seamlessly intertwines with our daily lives, individuals aged 50 and above find themselves at a crucial crossroads: the imperative to refine their knowledge and skills to adeptly wield and safeguard their presence on social media platforms. Within this module lies a concerted effort to address two paramount challenges confronting this demographic: the art of managing online accounts and mastering the intricacies of social media privacy settings.

The labyrinthine task of juggling myriad online accounts, each requiring its unique set of passwords and security protocols, poses a formidable obstacle for individuals of all ages. The arduous endeavour of recalling intricate passwords and the inherent complexities associated with their retrieval often culminate in a maelstrom of frustration and uncertainty. Meanwhile, as social media platforms emerge as pivotal conduits for communication and connectivity, many older adults find themselves adrift in a sea of perplexity, grappling with the nuances of fine-tuning their privacy settings and inadvertently exposing sensitive information to prying eyes.

In response to these formidable challenges, this module serves as a beacon of empowerment, equipping older adults with the requisite problem-solving acumen to deftly navigate the intricacies of online account management and cultivate a secure foothold in the digital realm. Through a comprehensive curriculum tailored to their needs, participants are poised to embark on a transformative journey, embracing the digital landscape with confidence and resilience, thereby enabling safe and active engagement in the ever-evolving digital milieu.

Learning Objectives

In this unit, learners can...

- understand why continuous learning and skill development in the digital world is important for older adults.
- learn how to identify and solve small technical problems and identify needs and technological responses.
- creatively using digital technologies
- learn how to adjust privacy settings on social media platforms to control who can access personal information.

- explore the possible consequences of accidentally sharing sensitive information on social media.
- develop the ability to identify and overcome challenges related to managing online accounts and privacy settings on social media.

Introduction

In today's digital age, where technology is an integral part of our daily lives, it is crucial for people aged 50 and over to continuously improve their digital skills. This module addresses the pressing needs of older adults by focusing on online account management and social media privacy settings. These challenges are relevant to people of all ages, but for older adults, they can be particularly daunting. Managing multiple online accounts and maintaining strong, memorable passwords can be a source of frustration. It is also important to understand and configure privacy settings on social media to protect personal information. This module provides older adults with important problem-solving skills to help them navigate the digital world safely and protect their online presence.

5.1. Solving technical problems

Some technical problems may arise when handling electronic devices. These problems can be caused by several factors, such as hardware, software or connectivity problems. Below are some examples of common technical problems:

- Black or white screen: Whether it is a computer, phone or TV, a device's screen may appear black and white due to a faulty graphics card, connectivity problems or software glitches.
- Battery failure: Mobile phones often experience battery problems, such as rapid depletion, lack of charge or inability to charge the battery. This could be due to a faulty battery or problems with the charging system.
- Operating system failure: Operating systems such as Windows, IOS and Android may crash or freeze due to software issues or lack of available resources.



- Connection problems: Devices that use the internet, such as routers, may experience connection problems such as slow connections, disconnections or inability to connect to WiFi networks.
- Software errors: Programs and applications may display errors or failures, such as unexpected crashes, error messages, or programs that cannot be opened or run.
- Hard drive or SSD failure: Storage devices such as hard drives and solid-state drives may experience failures that can result in data loss or inability to access stored data.
- Hardware issues: internal components of the device such as the motherboard, processor, RAM or graphics card may fail due to wear and tear, overheating or other factors that may cause problems in the overall operation of the device.
- Audio and/or video problems: Multimedia devices such as screens, loudspeakers and headphones may experience audio problems such as no sound, distortion or video problems such as dead pixels or distorted images.
- Viruses and malware: Some devices may be vulnerable to malware or virus infections, which can cause various problems such as slow performance, data theft or damage to the operating system.

These are just a few examples of technical problems that can arise when handling electronic devices. Troubleshooting these problems often requires diagnostics and repairs by technical experts or specialised technical support.

Exercise: Write a diary

Duration: The whole course

Materials Needed: Book

Instructions:

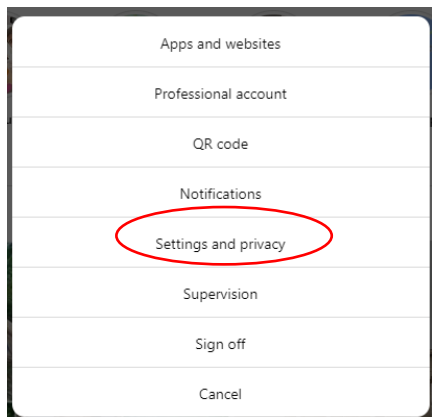
During the duration of the course, write down in a diary the possible technical problems you encounter and add under each problem the possible solution you have thought of. You will be able to consult a technician about the problems you have encountered and solve them at the end of the course.

5.2. Identifying needs and technological responses

As already mentioned in Module 4, online security has become a key issue in the digital age. As reliance on technology and device connectivity increases, protecting data and privacy has become important. Cyber threats, from malware and phishing to hacker attacks, can compromise the integrity of sensitive data and cause significant damage. Implementing robust security measures such as firewalls, data encryption, user authentication and regular software updates is paramount to ensure security. In addition, awareness and education about safe online practices are equally important. Collaboration within the digital community is key to combating emerging threats and protecting a connected world.

In the following, we are going to focus on the Instagram app to discuss privacy, and how to edit our profile or adjust personal settings, among other examples of technological responses to security issues.

When you go into your Instagram profile settings, you can click on settings and privacy:



If you want your profile to be private and only your friends (the people you have accepted on your Instagram) can see your content, you will have to set your account to private.

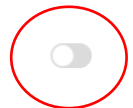
Who can see your content

Account Privacy

Private account

If your account is public, anyone on or off Instagram will be able to see your profile and posts, even those who don't have an Instagram account.

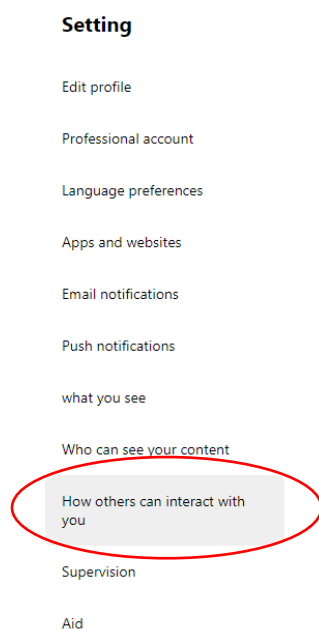
If your account is private, only followers you approve will be able to see the content you share, such as your photos or videos on location and hashtag pages and your followers and followed lists. [More information](#)



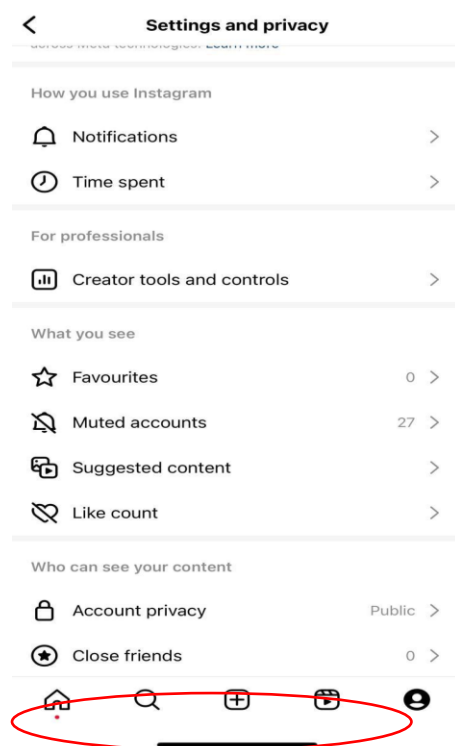
Privacy and security help

[Aid](#)

In the section who can interact with me, you can limit the content of messages, stories and comments. For example, you can say that only your friends send you private messages or that nobody mentions you in a comment.



In addition to all this, Instagram recently installed the best friends setting. This means that within the entire community of friends that you have added on Instagram, you can select your best friends so that they can see exclusive content.



You can also edit your profile in Canva, adding a profile picture of yourself, for example. Adding other social networks or information related to you if you wish.

Edit profile



fer.tdla
[Change profile photo](#)

Website

Website

You can only edit your links on mobile. Visit the Instagram app and edit your profile to change the websites in your timeline.

Presentation

S.C: Lo mejor será que bailemos.
S.L: ¿Y que nos juzguen de locos Sr. Conejo?
S.C: ¿Usted conoce cuerdos felices?

141/150

Sex

Mujer

This will not be part of your public profile.

Show account suggestions in profiles

☒ Choose whether people can see suggestions for similar accounts on your profile, and whether your account can be suggested on other profiles. [\[?\]](#)

Send

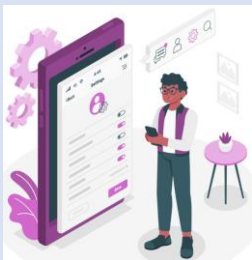
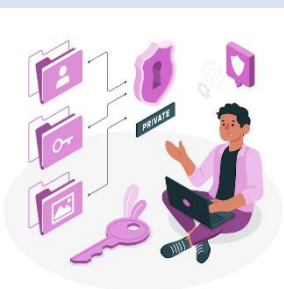
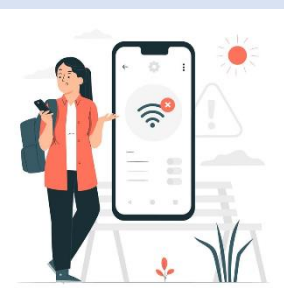
Exercise:

Duration  minutes

Materials Needed: Tablet or mobile with internet access

Instructions:

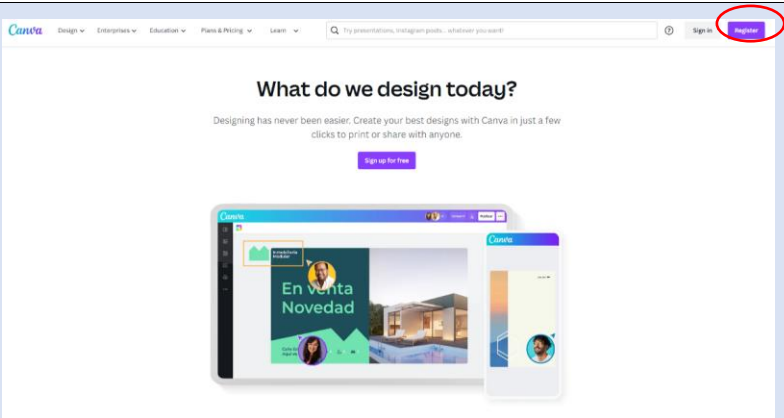
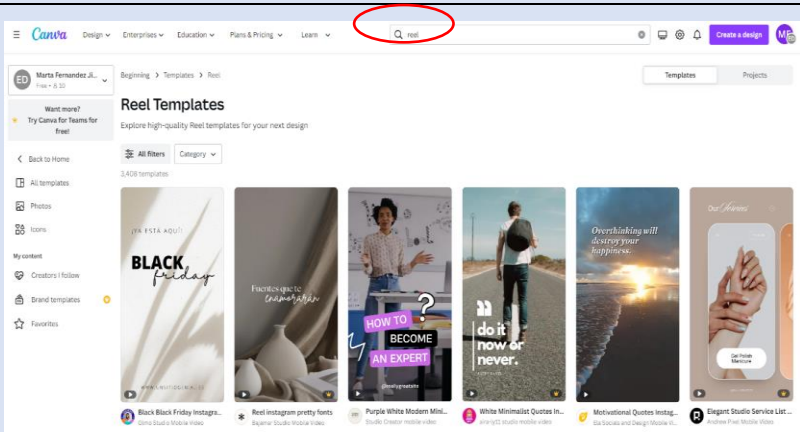
Download the Instagram app if you have never used it before and set up your profile. If you already have it installed, you've probably never set up your own Instagram list. Create it and start sharing content with the people closest to you.

Target English Words in the Spotlight	
	Profile settings: Personalised account preferences.
	Battery failure: Malfunction or depletion of a battery.
	Privacy settings: Controls limiting access to personal information.
	Connection problem: Failure in the device to prevent connection

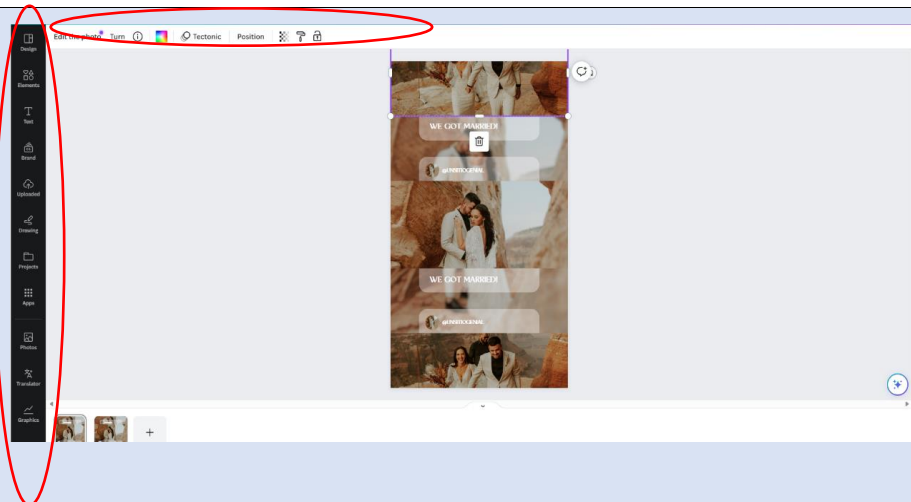
5.3 Creatively using digital technologies

Creative use of digital technologies means giving importance to digital tools and platforms to develop new ideas, solve problems in innovative ways and express creativity in a variety of ways. Here are some photo editing tools for social media.

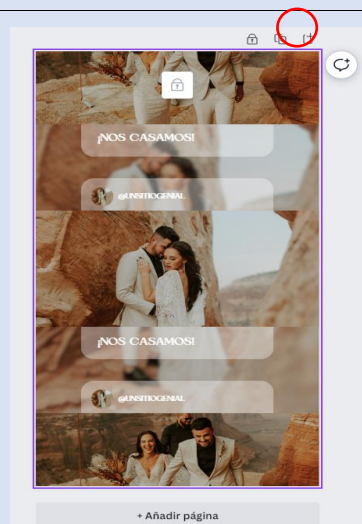
- Canva: is a graphic design and image composition website for communication, offering online tools to create your designs. Their method is to offer a freemium service, which you can use for free, but with the alternative of paying for advanced options. Find out how to create reels with Canva and practice later.

1. Log into Canva and register	
2. Select the reel template of your choice (you can use a blank template). Remember that Instagram has a time limit of 90 seconds for reels.	

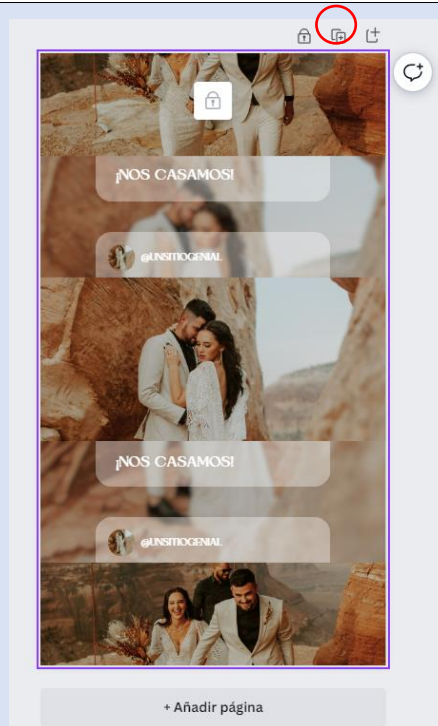
3. Choose a background in the section: design (video background). Once you have selected the one you like, you can change its appearance using the tools at the top (crop, rotate, animate, add transitions...etc).



4. The next step is to lock the video, so you can add content, so your video will be frozen while you create on top of it.

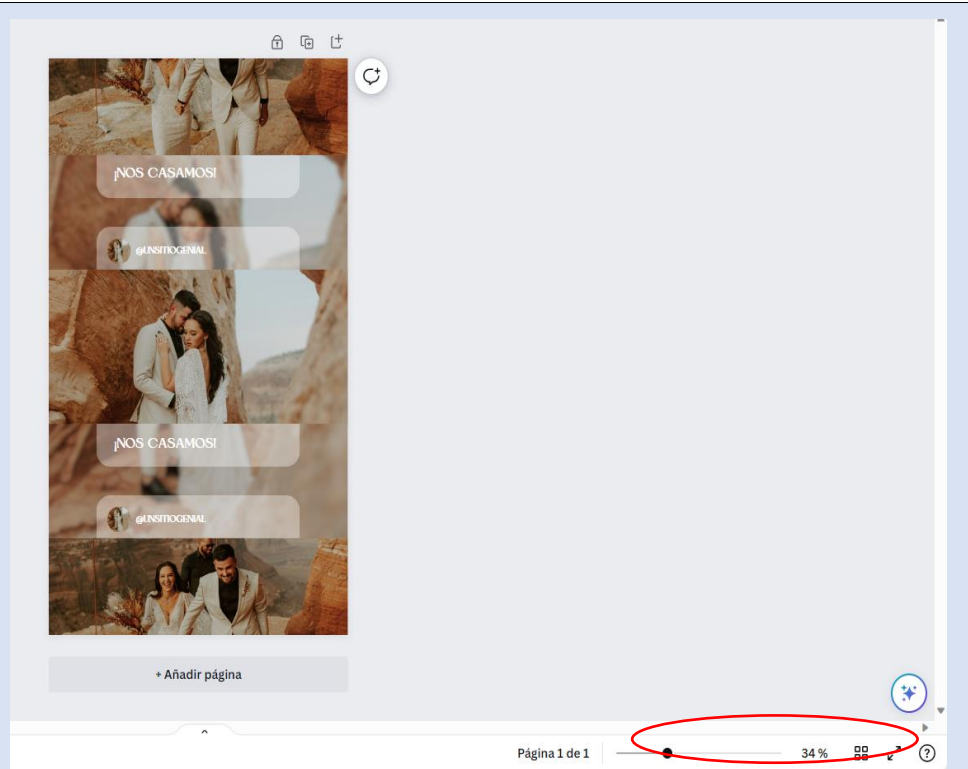


5. To continue creating, you will have to click on the top of your creation and look for the icon: duplicate (so you can duplicate your first creation and change it as you wish). This will ensure that your design does not change with each transition.

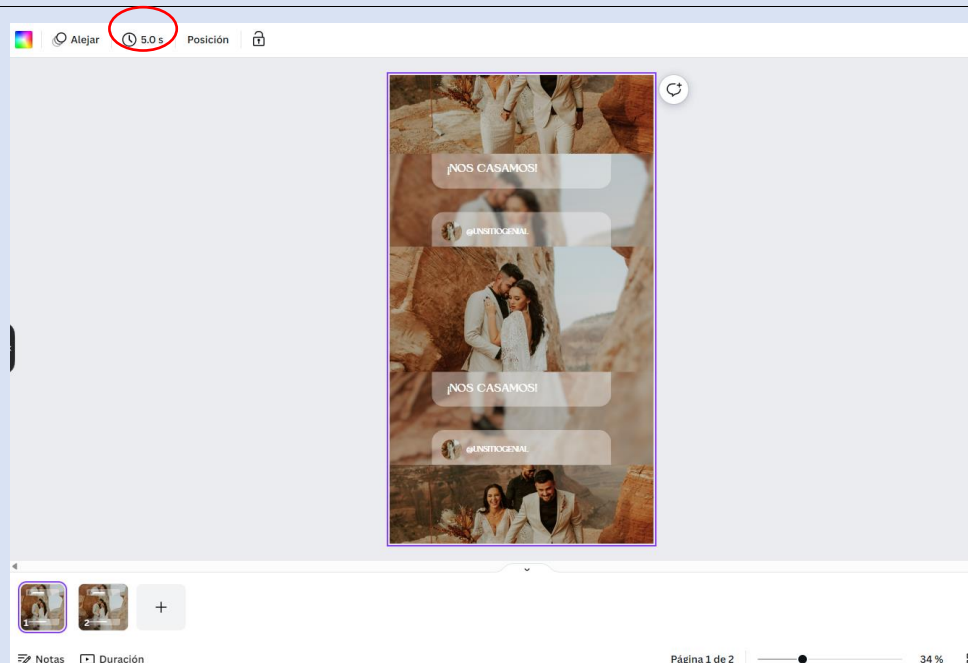


Add to your page number 2, whatever you want. Remember that it must be different from the first page. Also, add decoration (it can be the same decoration as page 1).

To perform these steps, you can enlarge or reduce the size of your creation with the line below, which has a percentage next to it.

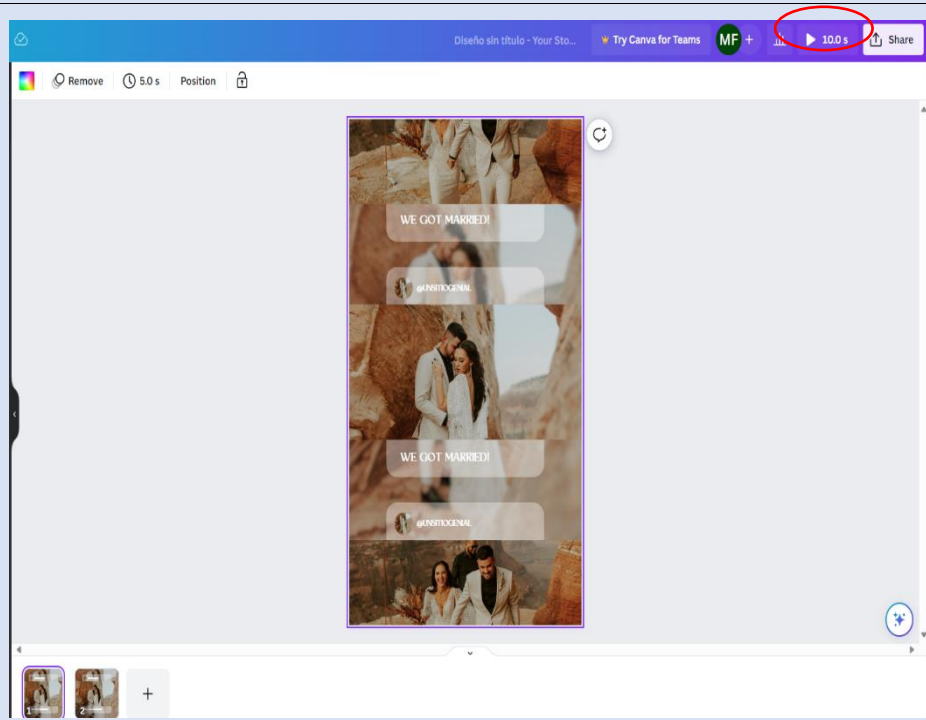


To control the time of each page, click on the first page for example and at the top you will see a second hand with an estimated time set by the website itself. You can reduce the time by moving the seconds bar back and forth or vice versa.

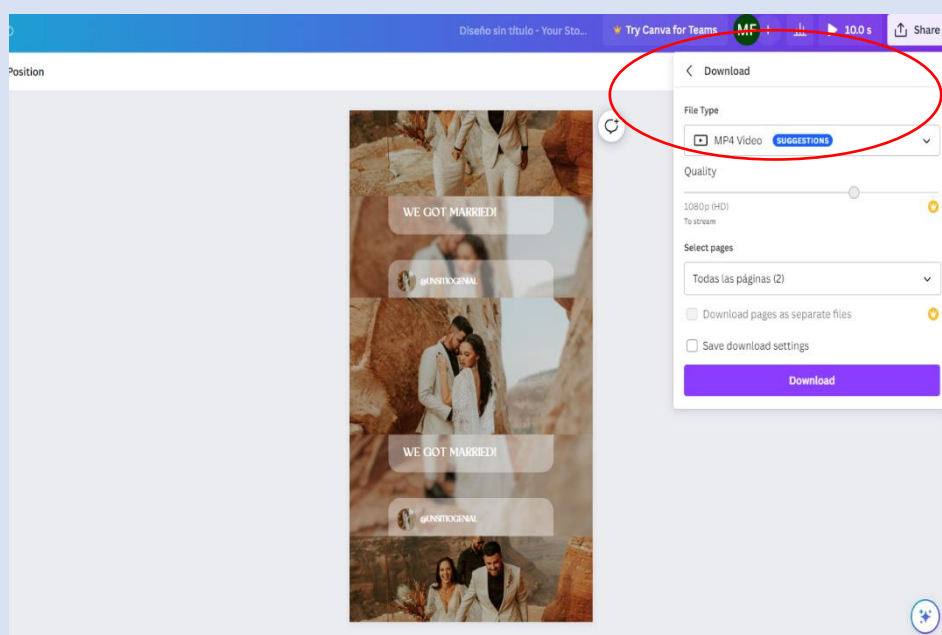


Continue editing your creation. If you want your reel to look the same from start to finish, make a copy of the pages, rather than creating the same page each time. If you want different transitions, you can skip this step.

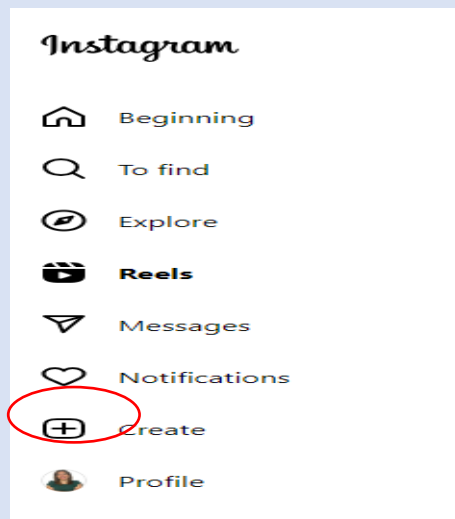
6. Finally, to check that your creation has turned out the way you imagined it, click on the preview (play the creation). You can then make any necessary changes before finishing it.



7. Download it in MP4 video (on the right-hand side click on share. There at the bottom you will see a drop-down with several options and among them, you will see the MP4 version).



8. Once the video is downloaded, go to Instagram, select the + icon (at the top of the app if you are using a mobile phone or on the left if you are using a computer) and then click on Reel.



9. Select from your gallery the clip you have already created in Canva and downloaded.

Finally, before publishing, you can add music (if you prefer) and then add a cover.

Target English Words in the Spotlight	
	Copy-paste: Duplicating information from one location and placing it elsewhere
	Save: Storing for preventing data loss or changes.
	Edit: Making changes or modifications to digital content
	Download: Retrieving and saving a file or data from the internet

Exercise: Post a reel on Instagram with the help of Canva

Materials Needed: Computers, laptops or mobile phones with internet access

Instructions:

1. Introduction

Watch a video on how to create a reel with Canva. Use the indications in the chart to help you. Work in pairs to prepare a reel with Canva.

3. Group discussion

At the end, each pair should show their creation to the whole class. It is not about being the best, but about having demonstrated that the theory has been understood. This will serve to check that there are no doubts.

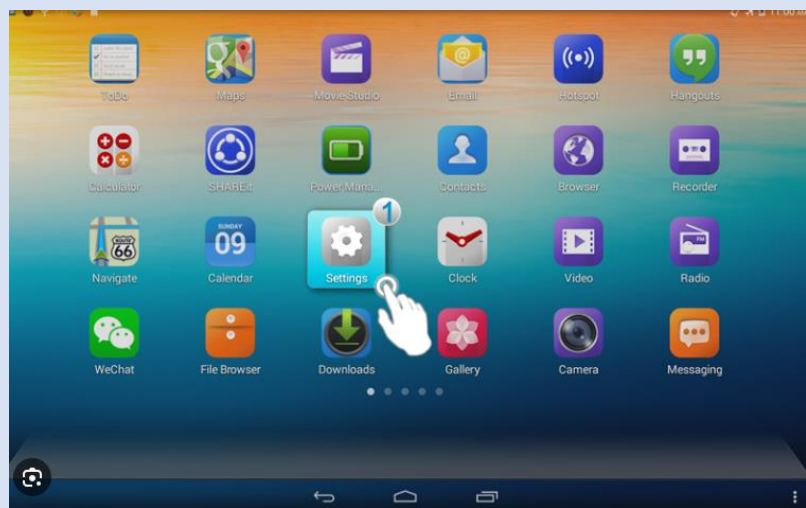
5.4 Identifying Digital Competence Gaps

Case study

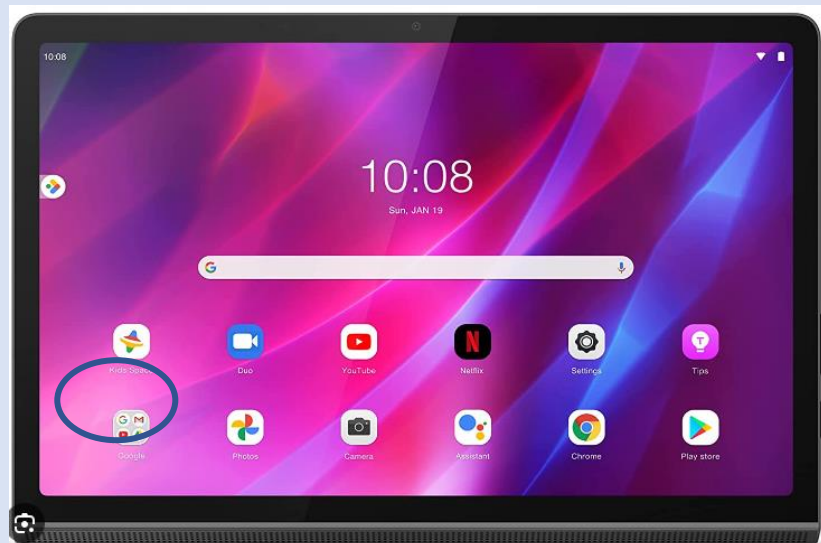
Maria is a 60-year-old woman who has never used an electronic device, as she has always felt overwhelmed by modern technology. Her grandchildren decided to give her a tablet for her birthday. Although she was very excited about the gift, the challenge she faced was greater. She had difficulty turning the tablet on and off, as she was not familiar with the buttons at first. Having managed the first challenge, she moved on to the next which was **navigating the home screen connecting to the Wi-Fi network and setting up her email** to send or receive messages. The next difficulties were even worse, as she did not know how **to navigate the internet** (do online searches or open links), download apps from the **app shop** or use the pre-installed apps. The last challenge for her was the most important because she wanted to store all her memories on the device, but did not know how to use **the camera**.

With a combination of time and patience, Maria will be able to learn how to use her device autonomously and effectively and enjoy its benefits.

This is the main screen of any Tablet. As you can see, the icon marked is the settings icon. If you click on it, you will be taken to a screen to set up your WiFi network. All you have to do is enter your private password (usually this password comes underneath the WiFi device you have at home).



In this other example screen, you can see a folder with other applications. One of them is email.



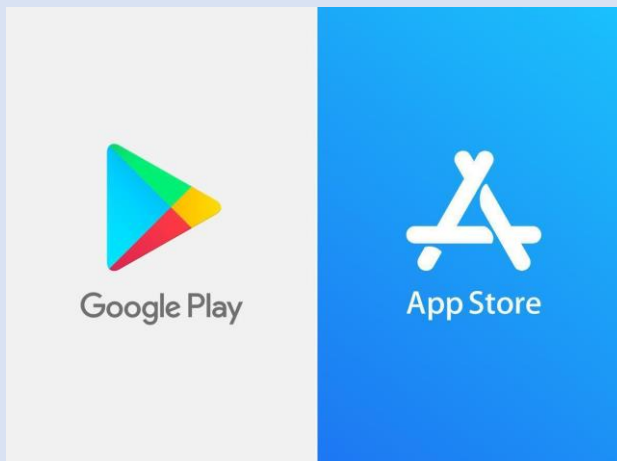
By clicking on this icon, you can set up your email account. All you have to do is enter your email address and password. The first thing you will see once inside will be your inbox (the emails you have received).



For surfing the internet, you have several options (you can search through several browsers). In the case above, you have the Google Chrome browser and Google. Clicking on either of these two icons will take you to a screen where you can type in what you want to search for.



In the image on the right, you will see the icons that refer to the app shop, whether you have a Tablet with an Android system or one with an iOS system. Normally the Android Tablet comes with the Google Play application pre-installed and you just have to open it and register with your email and password. To make use of this application you can type the name of what you want to download (for example, an application for editing photos, such as Picsart and it will be installed by default on your Tablet and will



appear on the main screen).

Finally, to use the camera on your Tablet, you have to look for the icon you see on the right, click on it and start taking photos. Remember that you have several options, including taking photos and recording videos. Once you have the photo saved in your Tablet's gallery, you can edit it.



Exercise: Identifies the competencies that Maria needs to improve based on the Dig Comp.

Duration: 30 minutes

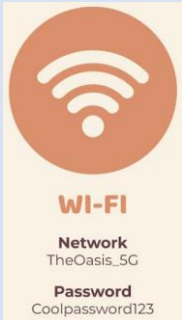
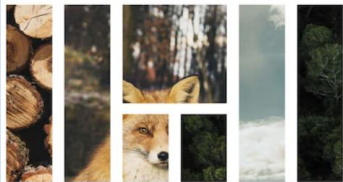
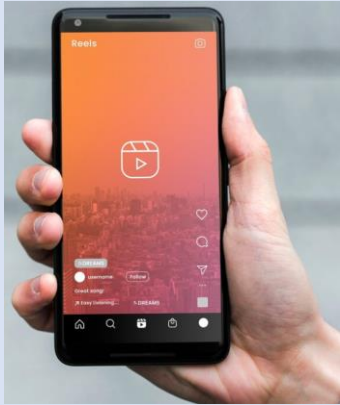
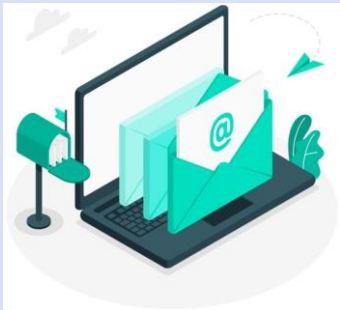
Materials Needed: Tablet with internet access

Instructions:

If you have a new tablet, bring it along to set it up. However, if you have already got your tablet working, we can do the following activity.

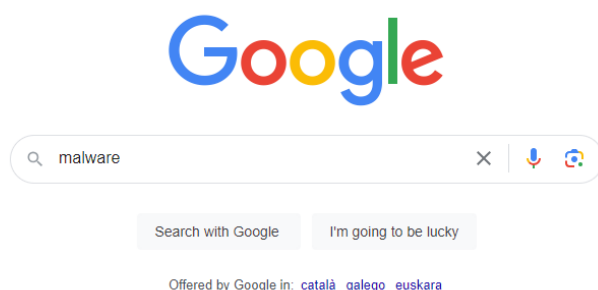
Open your tablet's camera and by downloading the Picsart app, you can create collages with photos that you already have in your gallery or that you have taken on the spot. Title your collage and present it.

If there is someone who doesn't have a tablet, you can work in groups of 3 and each group can think of what to make the collage out of. Freestyle.

Target English Words in the Spotlight	
 WI-FI Network TheOasis_5G Password Coolpassword123	Wi-fi password: A security code required to access a wireless network.
	Collage: An artistic composition created by combining various images.
	Reel Video: A short video clip, often shared on social media platforms.
	Mailbox: Digital container used to receive, store, and organise mail or messages,

Target English Words in the Spotlight

Exercise 1. Now, partner up with 3 of your classmates to discuss the functions in the image below. Do you know the definitions of the words in the image in English and your native language?



Exercise 2. Match the icons with their names.

	App store
	Gmail

	Hard disk
	Wi-Fi router
	Base plate
	Graphic card

Exercise 3. You want to create a reel with other applications than Canva. Write the names of 3 applications and use one of them to create a reel. Use a tablet or a smartphone to do this activity.

Exercise 4.

Instructions: Fill in the blanks with the correct word to form common collocations.

When you want to create a reel through Canva you have to search for a reel _____. Once you have selected it you can start creating a draft. You can _____ the template so that no elements move in the video. To have the same image after a transition you can _____ the first template. If you want to see how your creation looks, you can preview it by clicking on the _____ button on the top right. Once you have the final result to your liking, download it in _____.

Exercise 5.

Instruction: Match the words with their correct definition.

1. Software
2. Operating system
3. Canva

Definitions:

- a. The computer's programs manage resources and help other programs. They run in a special mode.
- b. A website for creating designs and pictures. It offers free tools but also has paid options. Learn to make reels with Canva and practice.
- c. Programs and routines helping the computer do tasks.

Exercise 6. Search for a case of phishing on the web and find out how it ended up. Find a video on this in English.

Exercise 7.

Match the words on the left with their corresponding meanings on the right.

Firewalls	Updating your information
Encryption	Adding or removing details
Software Updates	Protecting against cyber threats
Awareness	Controlling who sees your content
Adjusting	Regular maintenance for security
Editing Profile	Being informed about safe practices
Privacy Settings	Making information unreadable to others

Exercise 8.

Read aloud the following sentences

"Keep the computer safe with updates."

"Secret passwords protect your account."

"Be private, be safe online."

"Updates make computers stronger."

"Privacy settings are like fences."

"Adjust settings, stay safe."

"Updates help digital safety grow."

Exercise 9.

Pair with a student and read the sentences below aloud. While one pair reads aloud, the other pair numbers what is read aloud.

Sentences for Pair 1: Read these sentences aloud one by one:

"Keep the computer safe with updates."

"Secret passwords protect your account."

"Be private, be safe online."

"Updates make computers stronger."

"Privacy settings are like fences."

"Adjust settings, stay safe."

"Updates help digital safety grow."

Notes for Pair 2: Listen to the sentences read by Pair 1 and write the order you hear them

"Be private, be safe online."	
"Keep the computer safe with updates."	
"Adjust settings, stay safe."	
"Updates make computers stronger." "Secret passwords protect your account."	
"Privacy settings are like fences."	

Questions & Answers

1. Can I replace the graphics card on my laptop myself?

Changing the graphics card in a laptop can be a complicated task, and in many cases, it is not possible to do it yourself for a range of reasons:

- **Space constraints:** Laptops are designed to be small and lightweight, which means that the internal components, such as the graphics card, are compact and more convenient than desktop computers. This makes it difficult or impossible to replace the graphics card in some notebook models.
- **Soldering:** In many laptops, the graphics card is soldered to the motherboard, so it cannot be removed without a complicated and expensive soldering process. Even if it is not soldered, it can still be firmly attached to the main board, requiring advanced disassembly and assembly.
- **Compatibility:** Even if it is technically possible to replace your laptop's graphics card, you should still consider compatibility. Graphics cards are designed specifically for specific laptop models, so finding a compatible graphics card can be tricky.
- **Warranty and risk of damage:** Opening a laptop and making unauthorised modifications often voids the manufacturer's warranty. In addition, there is a significant risk of damaging other parts in the process, resulting in the laptop becoming inoperable.
- **Technical skills:** Replacing a laptop's video card requires advanced technical skills, the right tools and experience in handling sensitive electronic components. If you do not have experience in this field, it is best not to attempt it.



2. How can I change the audio volume of my tablet?

The exact way to change the volume on your tablet may vary depending on the operating system and brand of device, but in general, here are some general guidelines you can follow.

Use physical volume buttons: Most tablets have physical volume up and volume down buttons. These buttons are usually located on the side or top of the device. You can press the volume button "+" to increase the volume and the volume button "-" to decrease the volume.

System settings:

- Android: open your tablet's settings and select "Sound" or "Voice". There you should find an option to adjust the system volume, notifications and other sounds. You can also quickly access these settings from the notification bar by swiping down from the top of the screen and tapping the volume icon.
- iOS (iPad): Go to "Settings" and select "Sounds and vibration". From there you can adjust the volume of the alarm, ringtone and system sounds.

3. If I add a friend as a best friend on Instagram, can I remove them from the list later?

Yes, whenever you want.



4. Can I open multiple Gmail accounts on the same electronic device?

Yes, it is possible to open multiple Gmail accounts on a single electronic device, be it a computer, tablet or smartphone. Google allows users to use multiple Gmail accounts and easily switch between them.

5. Can I create other types of content for Instagram in Canva?

Yes, in Canva you can also create posts for Instagram as well as stories.

6. Can I download any application from the app shop?

It is not accurate to say that there is no reason to doubt the accuracy of content on an online news website. While many online news sources strive for accuracy, misinformation and biased reporting can still exist. It is always important to approach online news critically, cross-check information with reliable sources, and consider the reputation and credibility of the news outlet. Being cautious and evaluating information is essential in the digital age.

7. Can I change my privacy whenever I want on my Instagram account?

Yes, your privacy is the most important thing in any application and you can change it whenever you want.



8. Can I use any template in Canva?

No, as some templates are paid for.

9. Are all the default applications on my Tablet free?

You cannot download any applications from the app shop on your device. App shops are designed to provide a safe and controlled environment for downloading applications. If you want to install an application that is not available from the official app shop, you should be careful to ensure that it comes from a trusted source, especially for Android devices.

10. What can I do if my WiFi connection at home is slow?

If your home Wi-Fi connection is slow, there are several steps you can take to improve its speed. Here are some tips for troubleshooting issues related to slow Wi-Fi network speed.

Restart the router/modem: Wait a few seconds and then turn it back on. This may help resolve temporary network problems.



- Locate the router: Place the router in a central location in your home for the best coverage in all areas. Avoid hiding it in wardrobes or behind metal objects. Keep the router away from electronic devices that can cause interference, such as microwave ovens and cordless phones.
- Wi-Fi frequency: Some routers support 2.4 GHz and 5 GHz frequencies. The 5 GHz frequency generally offers faster speeds but has a shorter range. Make sure you are connected to a frequency that suits your needs and the location of your device.
- Update your router's firmware: Check your router manufacturer's website for firmware updates. Updating firmware can resolve issues and improve performance.
- Wi-Fi password protected: Make sure your Wi-Fi network is protected with a strong password to prevent other unauthorised devices from consuming your bandwidth.
- Device monitoring: Check for devices connected to your network that are using a lot of bandwidth. You can temporarily disable unnecessary devices or limit their use.
- Optimise router settings: Access your router settings through a web browser and adjust settings to optimise performance. This may include changing the Wi-Fi channel, enabling QoS (Quality of Service) to prioritise certain types of traffic, etc.
- Update your equipment: Make sure your device is up to date with the latest software and network drivers.
- Consider a WiFi extender or repeater: If you have coverage issues outside your home, consider adding a Wi-Fi extender to strengthen your signal.

- Contact your ISP: If your speed is still slow after trying all of the above solutions, contact your ISP to see if you have connectivity or if you need to upgrade your Internet plan.

Remember that the number of devices connected to the network and their usage can also affect the speed of your WiFi connection. Sometimes speeds can slow down during peak hours due to congestion on the ISP's network.

Video links problem-solving

How to Fix Instagram Reels Not Showing Instagram Reels Not Showing Problem Solution!!-
Howtosolveit: <https://www.youtube.com/watch?v=iCv7GUETSk8>

How to CREATE Instagram REELS with Canva:
<https://www.youtube.com/watch?v=6iTw6e8w74Q>

Solving Problems
<https://youtu.be/huTvW7sbK4U?si=lcRy0EK0zuxEZMca>

QUESTIONS FOR THE CERTIFICATION TEST

Test Readiness Review: Module 1

Question 1:

What is the primary purpose of cookies on websites?

- A. To change the website background colour
- B. To check the passwords in your accounts
- C. To save the setting options
- D. to remember your preferences and provide a more personalized experience.

Question 2:

How can adults verify the accuracy of information they find online?

- A. By checking multiple sources
- B. By asking a family member
- C. By asking a friend
- D. By sharing it on their social media accounts

Question 3:

What is a potential risk associated with cookies?

- A. Enhancing online security
- B. Remembering preferences
- C. Unauthorized access to login details
- D. Improving online experience

Question 4:

What is the importance of fact-checking websites?

- A. They create false information
- B. They investigate and verify claims
- C. They promote misleading content
- D. They rely on unreliable sources

Test Readiness Review: Module 2

Question 1:

What is a crucial aspect of intergenerational communication, emphasizing the importance of giving full attention and value to each party involved?

- a. Shared interests
- b. Patience
- c. Active listening
- d. Technology as a communication tool

Question 2:

What is one objective of the training course on new technologies in intergenerational communication?

- a. Enhancing technical troubleshooting skills
- b. Fostering online safety awareness
- c. Promoting open dialogue between generations
- d. Developing online communication skills

Question 3:

Which characteristic of video streaming platforms enables users to watch real-time video content without downloading the entire file?

- a. Video sharing and streaming
- b. Subscription fees for video streaming
- c. Platform security for video streaming
- d. Types of video streaming content

Question 4:

What is an important rule of netiquette that focuses on being polite, respectful, and avoiding conflicts in the online world?

- a. Learning online safety
- b. Developing online communication skills
- c. Online social action
- d. Respecting privacy and avoiding over-sharing

Test Readiness Review: Module 3

Question 1:

What are the primary objectives of digital content creation education?

- a. Enhancing technical skills
- b. Fostering creativity and strategic thinking
- c. Promoting physical fitness
- d. Exploring historical events

Question 2:

What is the main focus of User Experience (UX)?

- a. Designing specific interface elements
- b. Creating an aesthetically pleasing interface
- c. Ensuring usability and user satisfaction
- d. Performing statistical analysis

Question 3:

What does SEO stand for?

- a. Selling Engineering Opinions
- b. Selling Environmentally-Friendly Ornaments
- c. Search Engine for Opinions
- d. Search Engine Optimization

Question 4:

What are the key processes for effective online content management?

- a. Advanced calculus
- b. Time travel
- c. Integration and re-elaboration of digital content
- d. Baking recipes

Test Readiness Review: Module 4

Question 1: Why is the transition from analogue to digital technology a challenge for older adults?

- A) They do not like change
- B) They have too much influence on the design of technology
- C) They often had little influence on the design and usability of digital technologies
- D) They are already experts in digital skills

Question 2: What is the purpose of enabling two-factor authentication (2FA) on your social media accounts?

- A) To share personal information securely
- B) To add friends and followers
- C) To provide an extra layer of security even if someone knows your password
- D) To post holiday plans

Question 3: According to Module 4, why is it important to position the monitor at eye level or slightly below the line of sight?

- A) To make room for additional desk decorations
- B) To avoid neck and shoulder tension
- C) To create a more stylish and modern workspace
- D) To encourage more frequent breaks from the computer

Question 4: Which practice is recommended to reduce your digital footprint associated with device use?

- A) Increase the brightness of the screen to improve visibility
- B) Choose devices with a C or D energy label
- C) Use higher-quality streaming options
- D) Unplug your device when not in use to save power

Test Readiness Review: Module 5

Question 1. According to Module 4, why is it important for older adults to continuously improve their digital skills?

- A) To impress younger generations with their technical skills
- B) To navigate the digital world safely and protect their online presence
- C) To avoid any involvement with electronic devices
- D) To learn how to solve complex math problems

Question 2. Which step is recommended to improve the slow Wi-Fi speed at home?

- A) Increase the number of connected devices
- B) Move the router to a hidden location
- C) Deactivate the Wi-Fi password protection
- D) Restart the router/modem

Question 3. Which factor can contribute to slow Wi-Fi speed?

- A) Using the 5 GHz frequency
- B) Having too many devices connected to the network at the same time
- C) Updating the router firmware regularly
- D) Optimising the router settings

Question 4. What is the risk of trying to replace a laptop's graphics card?

- A) Improved performance of the laptop
- B) Cancellation of the manufacturer's warranty
- C) Simplified disassembly and assembly
- D) Compatibility with different laptop models

ANSWERS FOR MODULE CONTENT RETENTION

Answers: Module 1

Target English Words in the Spotlight

Exercise 4

Instructions: Choose the correct option.

Question 1: What should you do to visit a website at a later time?

- a. Press the "back" button on your browser.
- b. Bookmark the website by clicking on the "star" sign.**
- c. Share the website link on social media.
- d. Refresh the webpage multiple times.
- e. Click on the "plus" sign on the website.

Question 2: What should you do to open a new tab?

- a. Click on the "star" sign on the website.
- b. Single-click on the website's logo.
- c. Double-click on the website's logo.
- d. Close the current window.
- e. Click on the "plus" sign on the website.**

Question 3: What is one way of safe search on the Web?

- a. Click on random links.
- b. Share personal information with strangers.
- c. Use a reliable search engine.**
- d. Download files from unknown sources.
- e. Ignore security warnings.

Answers: Module 2

Target English Words in the Spotlight

Exercise 2

Match the words below with their definitions.

1. IGG is -
2. Facebook –
3. Pinterest –
4. YouTube –
5. Vimeo –
6. Google –
7. LinkedIn –
8. Twitter –
9. WordPress –
10. Instagram –
11. Reddit –
12. Skype -

- a. Google - A search engine to find information on the internet.
- b. LinkedIn - A website for professional networking and job searching.
- c. Twitter - A social media platform where people share short messages and updates.
- d. WordPress - A tool for creating and managing blogs and websites.
- e. Pinterest - A site for finding and saving creative ideas like recipes and DIY projects.
- f. Skype - A tool for making video and voice calls to people around the world.
- g. Reddit - A website where people discuss and share content on various topics.
- h. Facebook is - A platform for sharing photos, updates, and messages with friends and family.
- i. YouTube - A website to watch and share videos on various topics.
- j. IGG is - A website for playing games and connecting with friends.
- k. Vimeo - Another platform for uploading and watching videos.
- l. Instagram - A platform for sharing photos and videos with a focus on visual storytelling.

Answers:

1. j 2. h 3. e 4. l 5. k 6. a 7. b 8. c 9. d 10. l 11. g 12. f

Exercise 3

Find the correct answers.

Question 1: What is the definition of online safety?

- A) Creating delicious recipes using online cooking apps
- B) Ensuring safety while navigating social media platforms
- C) Protecting yourself and your information while using the internet**
- D) Playing online video games without any disruptions
- E) Growing your vegetables with the help of gardening websites

Question 2: What is the definition of online communication?

- A) Traditional face-to-face conversations
- B) Sending letters via postal mail
- C) Communicating through telepathy
- D) Exchanging information through digital channels**
- E) Shouting messages across long distances

Question 3: What is the definition of social media?

- A) A type of traditional mail service for sending letters and packages.
- B) A method of broadcasting television programs through the internet.
- C) Online platforms that facilitate communication, information sharing, and interaction among users.**
- D) A form of in-person social gatherings organized by communities.
- E) A system for sending and receiving telegrams electronically.

Question 4: Choose the correct definition of "email service."

- A) A service that delivers physical letters to individuals.
- B) A method of exchanging digital messages between people, allowing quick and efficient communication.**
- C) A service that provides weather updates through digital messages.
- D) A platform for online shopping.
- E) A service that offers cooking recipes through digital messages.

Exercise 4.

Match each word with its correct definition.

Words:

1. Data Encryption
2. Internet
3. Online safety
4. 2FA (Two-Factor Authentication)

Definitions:

- a. Being careful and making good choices to stay out of danger while using the Internet
- b. A system of turning information into a secret code
- c. A security process that requires two steps to verify identity
- d. The global network that connects computers

Answers:

1. b 2. d. 3. a 4. c

Exercise 5.

Read the following scenarios and decide whether each one demonstrates good or poor netiquette. Circle "G" for good or "P" for poor.

Scenario 1. You receive an email and disagree with the sender's opinion. In response, you write a rude email telling them they are wrong and don't know what they're talking about.

Scenario 2. You're in a group chat and want to share a funny image. However, the image contains language that might be offensive to some people.

Scenario 3. You're in an online discussion forum, and someone asks a question you find stupid. You reply by mocking them and saying they should have known the answer.

Scenario 4. You're part of an online gaming community. During a multiplayer game, one of your teammates makes a mistake. Instead of insulting them, you offer a tip on how to improve.

Answers:

1. P 2. P 3. P 4. G

Exercise 6.

Describe the image and answer the following questions.

"What can you see in the picture?"

"How many people are in the meeting?"

"What are they doing?"

"What is on the computer screen?"

Answers: Module 3

Target English Words in the Spotlight

Exercise 2.

Instructions: Only one of the actions in each question is considered an ethical way of using online websites. Find the correct answers.

Question 1.

- a. Logging into someone else's account without their permission.
- b. Copying and using someone else's work without giving proper credit.
- c. Harassing or disturbing others online, often using comments or messages.
- d. Sharing personal information like passwords, addresses, or phone numbers without consent.
- e. Sharing information thoughtfully and respectfully, considering the impact on other people.**

Question 2.

- a. Sharing someone else's personal information without their permission.
- b. Using someone else's account without their permission.
- c. Posting false information.
- d. Using a website in a way that does not cause harm to others.**
- e. Sending threatening messages to someone on a social media platform.

Question 3.

- a. Downloading a licensed film and sharing it with others.
- b. Start following some politicians on Twitter.**
- c. Sharing a post that contains hate speech.
- d. Using someone's words to prepare a report for your company without citing the source.
- e. Copying and pasting someone else's blog post and claiming it as your own.

Exercise 3.

Read the sentences below and decide if they are true or false.

1. It's always okay to use any image found online for projects or presentations.
2. Giving credit to the photographer is not necessary when using images from the internet.
3. Images with a Creative Commons license can be freely used, but you should still check the specific terms.
4. Using any image from Google is allowed for commercial purposes without permission.
5. Screenshots of copyrighted images can be freely used without any legal concerns.

Answers:

- 1. False 2. False 3. True 4. False 5. False**

Exercise 4.

Read the following sentences about online collaboration in web and software development. Decide if each statement is True or False.

1. You can fix a mobile app issue by contacting the developer through the Google Play store.
2. Online collaboration is not important for software development projects.
3. Mobile apps can only be developed by individual programmers; teamwork is not possible.

Answers:

- 1. True 2. False 3. False**

Answers: Module 4

Target English Words in the Spotlight

Exercise 3.

Instruction: Fill in the blanks with the correct words or phrases (social, sleep time, disconnect, notifications).

Tips for dealing with:

Digital fatigue and stress > Turn off unnecessary _____ and create technology-free moments in your day.

Sleep Disorders > Avoid using electronic devices at least one hour before _____.

Information overload > Set specific times to get information and then _____.

Social Networking Dependency > Set yourself time limits for _____ media.

Answers: **1. notifications** **2. sleep time** **3. disconnect** **4. social**

Exercise 4.

Instructions: Match the words with their corresponding definitions below.

Vocabulary:

Phishing

Malware

Software

Hacking

Hardware

Personal information or personal data

Definitions:

- A. Code that makes computers do specific tasks, connecting users and hardware.
- B. The physical parts of a computer, like CPU and RAM, and devices, such as keyboards.
- C. An attempt to get sensitive info online, often through fake emails or sites.
- D. Software causing harm to computer data
- E. Illegally accessing someone's computer for information or illegal actions.
- F. Any information about a person that can identify them, including personal data types.

Answers:

Phishing / **C**

Malware / **D**

Software / **A**

Hacking/ **E**

Hardware / **B**

Personal information or personal data / **F**

Exercise 5.

Instructions: Pair with a student and read the sentences below aloud. While one pair reads aloud, the other pair numbers what is read aloud.

Sentences for Pair 1: Read these sentences aloud one by one.

Update your computer.

Use strong passwords.

Be careful about phishing.

Protect your Wi-Fi with a strong password.

Take regular breaks and do stretches.

Keep you physically fit when using computers.

Avoid using electronic devices before bedtime

Social media can create pressure.

Notes for Pair 2: Listen to the sentences read by Pair 1 and write the order you hear them

Take regular breaks and do stretches	
Update your computer.	
Avoid using electronic devices before bedtime.	
Keep you physically fit when using computers.	
Be careful about phishing.	
Protect your Wi-Fi with a strong password	
Be careful about phishing.	

Answers: Module 5

Target English Words in the Spotlight

Exercise 4.

Instructions: Fill in the blanks with the correct word to form common collocations.

When you want to create a reel through Canva you have to search for a reel _____. Once you have selected it you can start creating a draft. You can _____ the template so that no elements move in the video. To have the same image after a transition you can _____ the first template. If you want to see how your creation looks, you can preview it by clicking on the _____ button on the top right. Once you have the final result to your liking, download it in _____.

Answers:

1. template, 2. lock, 3. duplicate, 4. play, 5. MP4.

Exercise 5.

Instruction: Match the words with their correct definition.

1. Software
2. Operating system
3. Canva

Definitions:

- a. The computer's programs manage resources and help other programs. They run in a special mode.
- b. A website for creating designs and pictures. It offers free tools but also has paid options. Learn to make reels with Canva and practice.

c. Programs and routines helping the computer do tasks.

Answers:

1. c 2. a 3. b

Exercise 6. Search for a case of phishing on the web and find out how it ended up. Find a video on this in English.

Exercise 7.

Match the words on the left with their corresponding meanings on the right.

Firewalls	Updating your information
Encryption	Adding or removing details
Software Updates	Protecting against cyber threats
Awareness	Controlling who sees your content
Adjusting	Regular maintenance for security
Editing Profile	Being informed about safe practices
Privacy Settings	Making information unreadable to others

Answers:

Firewalls - Protecting against cyber threats

Encryption - Making information unreadable to others

Software Updates - Regular maintenance for security

Awareness - Being informed about safe practices

Adjusting - Adding or removing details

Editing Profile - Controlling who sees your content

Privacy Settings - a. Updating your information

Exercise 8.

Read aloud the following sentences

"Keep the computer safe with updates."

"Secret passwords protect your account."

"Be private, be safe online."

"Updates make computers stronger."

"Privacy settings are like fences."

"Adjust settings, stay safe."

"Updates help digital safety grow."

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"Adjust settings, stay safe."

"Updates help digital safety grow."

Notes for Pair 2: Listen to the sentences read by Pair 1 and write the order you hear them

"Be private, be safe online."	
"Keep the computer safe with updates."	
"Adjust settings, stay safe."	
"Updates make computers stronger." "Secret passwords protect your account."	
"Privacy settings are like fences."	

ANSWERS TO TEST READINESS REVIEW

MODULE 1

Question 1:

What is the primary purpose of cookies on websites?

- A. To change the website background colour
- B. To check the passwords in your accounts
- C. To save the setting options
- D. to remember your preferences and provide a more personalized experience.**

Question 2:

How can adults verify the accuracy of information they find online?

- A. By checking multiple sources**
- B. By asking a family member
- C. By asking a friend
- D. By sharing it on their social media accounts

Question 3:

What is a potential risk associated with cookies?

- A. Enhancing online security
- B. Remembering preferences
- C. Unauthorized access to login details**
- D. Improving online experience

Question 4:

What is the importance of fact-checking websites?

- A. They create false information
- B. They investigate and verify claims
- C. They promote misleading content
- D. They rely on unreliable sources**

MODULE 2

Question 1:

What is a crucial aspect of intergenerational communication, emphasizing the importance of giving full attention and value to each party involved?

a. Shared interests

b. Patience

c. Active listening

d. Technology as a communication tool

Question 2:

What is one objective of the training course on new technologies in intergenerational communication?

a. Enhancing technical troubleshooting skills

b. Fostering online safety awareness

c. Promoting open dialogue between generations

d. Developing online communication skills

Question 3:

Which characteristic of video streaming platforms enables users to watch real-time video content without downloading the entire file?

a. Video sharing and streaming

b. Subscription fees for video streaming

c. Platform security for video streaming

d. Types of video streaming content

Question 4:

What is an important rule of netiquette that focuses on being polite, respectful, and avoiding conflicts in the online world?

a. Learning online safety

b. Developing online communication skills

c. Online social action

d. Respecting privacy and avoiding over-sharing

MODULE 3

Question 1:

What are the primary objectives of digital content creation education?

- a. Enhancing technical skills
- b. Fostering creativity and strategic thinking**
- c. Promoting physical fitness
- d. Exploring historical events

Question 2:

What is the main focus of User Experience (UX)?

- a. Designing specific interface elements
- b. Creating an aesthetically pleasing interface
- c. Ensuring usability and user satisfaction**
- d. Performing statistical analysis

Question 3:

What does SEO stand for?

- a. Selling Engineering Opinions
- b. Selling Environmentally-Friendly Ornaments
- c. Search Engine for Opinions
- d. Search Engine Optimization**

Question 4:

What are the key processes for effective online content management?

- a. Advanced calculus
- b. Time travel
- c. Integration and re-elaboration of digital content**
- d. Baking recipes

MODULE 4

Question 1: Why is the transition from analogue to digital technology a challenge for older adults?

- A) They do not like change
- B) They have too much influence on the design of technology
- C) They often had little influence on the design and usability of digital technologies**
- D) They are already experts in digital skills

Question 2: What is the purpose of enabling two-factor authentication (2FA) on your social media accounts?

- A) To share personal information securely
- B) To add friends and followers
- C) To provide an extra layer of security even if someone knows your password**
- D) To post-holiday plans

Question 3: According to Module 4, why is it important to position the monitor at eye level or slightly below the line of sight?

- A) To make room for additional desk decorations
- B) To avoid neck and shoulder tension**
- C) To create a more stylish and modern workspace
- D) To encourage more frequent breaks from the computer

Question 4: Which practice is recommended to reduce your digital footprint associated with device use?

- A) Increase the brightness of the screen to improve visibility
- B) Choose devices with a C or D energy label
- C) Use higher-quality streaming options
- D) Unplug your device when not in use to save power**

MODULE 5

Question 1. According to Module 4, why is it important for older adults to continuously improve their digital skills?

- A) To impress younger generations with their technical skills
- B) To navigate the digital world safely and protect their online presence**
- C) To avoid any involvement with electronic devices
- D) To learn how to solve complex math problems

Question 2. Which step is recommended to improve the slow Wi-Fi speed at home?

- A) Increase the number of connected devices
- B) Move the router to a hidden location
- C) Deactivate the Wi-Fi password protection
- D) Restart the router/modem**

Question 3. Which factor can contribute to slow Wi-Fi speed?

- A) Using the 5 GHz frequency
- B) Having too many devices connected to the network at the same time**
- C) Updating the router firmware regularly
- D) Optimising the router settings

Question 4. What is the risk of trying to replace a laptop's graphics card?

- A) Improved performance of the laptop
- B) Cancellation of the manufacturer's warranty**
- C) Simplified disassembly and assembly
- D) Compatibility with different laptop models

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