
Digital literacy quick-start Guide

Learn the skills you need to thrive in a digital-first world.





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Are you helping someone else get started?

We've developed this resource as a step-by-step guide to help program users, and anyone assisting them, to get set up and start taking courses through the Alberta Digital Literacy Program.

This guide is designed to help you walk users of varying digital skill levels through the set-up process, even if they don't currently have an email address or internet browsing skills. Please be aware that some users may need additional help with navigating computer functions.

Need help?

Our support team is available 7 days a week, from 9:00 AM - 5:00 PM MST. Call us at (888) 839-9239 or email digital.literacy@gov.ab.ca.

Introduction to the program

Welcome to the Alberta Digital Literacy Program! In partnership with online learning experts, we have developed competency-based beginner and intermediate curriculums adapted from the [European Commission DIGCOMP Framework](https://joint-research-centre.ec.europa.eu/digcomp/digcomp-framework_en)¹ to meet the needs of a wide Albertan audience who want to advance their digital literacy skills.

There are two learning tracks in this program: beginner and intermediate. The curriculums are made up of a total of 19 courses ranging from 10 to 30 minutes in length – 10 courses in the beginner curriculum, and 9 in the intermediate. The courses are delivered completely online in a self-paced e-learning format. We've made these courses simple and intuitive for anyone to navigate, while supporting the learner to build their skills and comfort level with technology over time.

You can choose any of the courses you want to take; they do not need to be taken in order, and there are no pre-requisites to any of them. The courses are delivered in both English and French, and provide opportunities for knowledge and practical skill development.

Learning Objectives

If a learner was to complete both the beginner and intermediate curriculums, they would be provided with the opportunity to access the knowledge and skills to:

- Participate in various digital environments
- Comfortably and efficiently use technology required in on-the-job settings
- Appropriately collaborate and communicate across technology in various settings to accomplish identified goals
- Access services and supports offered by community groups, government, and businesses
- Use the internet with confidence and view it as a new tool to improve their lives

Learners will also understand that:

- The internet and technology can increase opportunities and social connection
- Technology needs to be used safely and responsibly
- Digital skills are essential to remove barriers to entering and re-entering the workforce, and retaining employment
- Digital skills are transferable to different settings, goals, and devices.

¹ https://joint-research-centre.ec.europa.eu/digcomp/digcomp-framework_en

Need help?

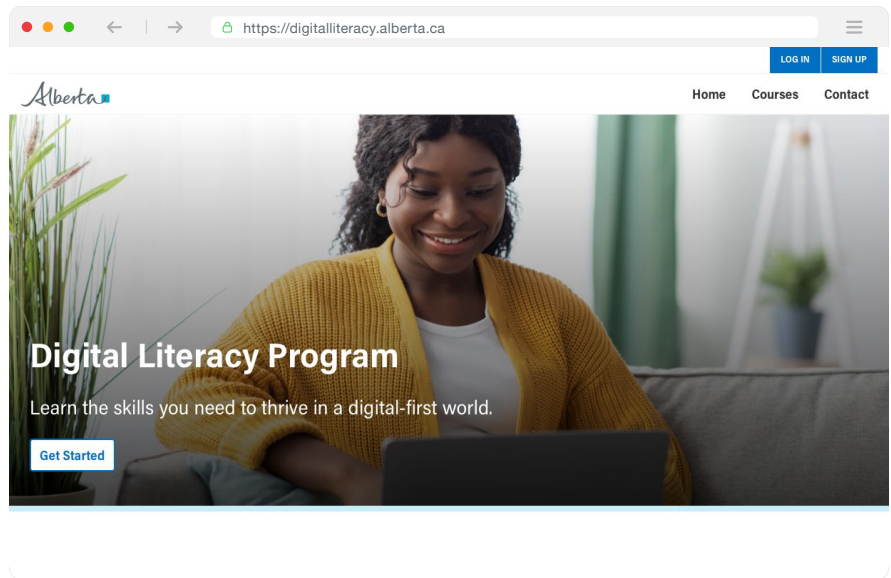
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Getting set up

To get set up with the Alberta Digital Literacy Program, you will need a computer with reliable internet access. If you need assistance using a computer and internet browser, we recommend you get someone to help you.

Step 1

Open an internet browser and visit the website <https://digitalliteracy.alberta.ca>.



Step 2

Click on the "Sign Up" button in the top right corner.

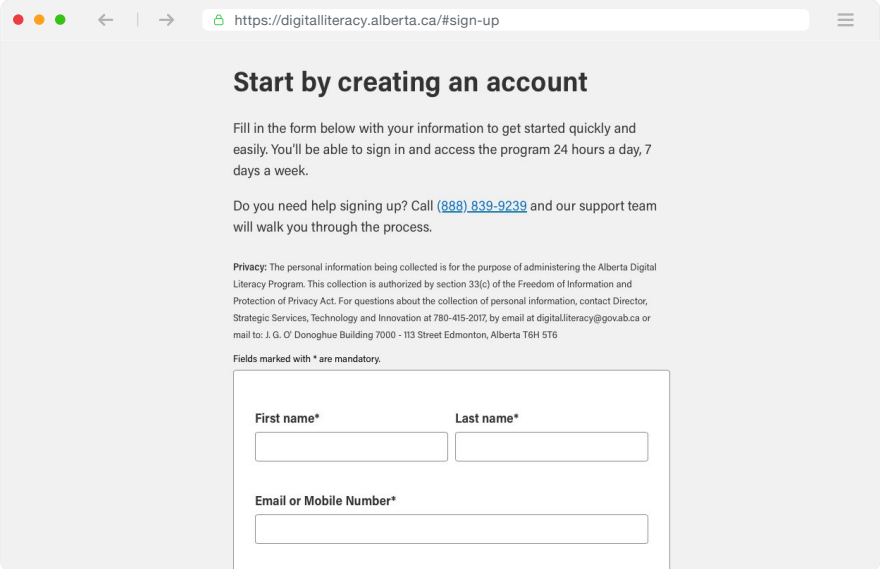


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Step 3

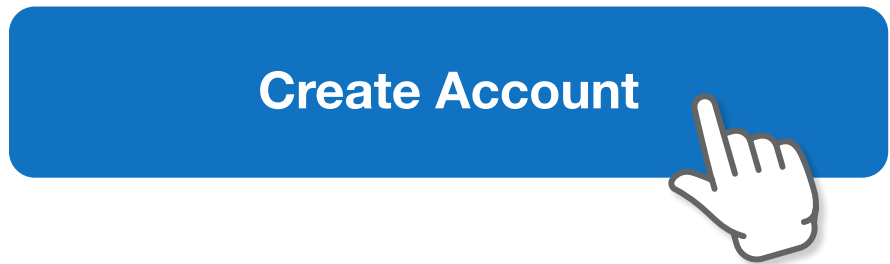
You will be taken to an online form where you can fill in your information to create an account. Fill in your name, mobile phone number OR email address, create a password, and fill in the rest of the demographic information fields. Please note that if you would like to use a phone number, it needs to be a **mobile** phone number that can receive text messages.



The screenshot shows a web browser window with the URL <https://digitalliteracy.alberta.ca/#sign-up>. The page title is "Start by creating an account". The main heading is "Start by creating an account". Below the heading, there is a paragraph: "Fill in the form below with your information to get started quickly and easily. You'll be able to sign in and access the program 24 hours a day, 7 days a week." Another paragraph follows: "Do you need help signing up? Call [\(888\) 839-9239](tel:888-839-9239) and our support team will walk you through the process." A privacy notice is provided: "Privacy: The personal information being collected is for the purpose of administering the Alberta Digital Literacy Program. This collection is authorized by section 33(c) of the Freedom of Information and Protection of Privacy Act. For questions about the collection of personal information, contact Director, Strategic Services, Technology and Innovation at 780-415-2017, by email at digital.literacy@gov.ab.ca or mail to: J. G. O' Donoghue Building 7000 - 113 Street Edmonton, Alberta T6H 5T6". A note states "Fields marked with * are mandatory." The form contains three input fields: "First name*", "Last name*", and "Email or Mobile Number*", each with a small asterisk indicating it is mandatory.

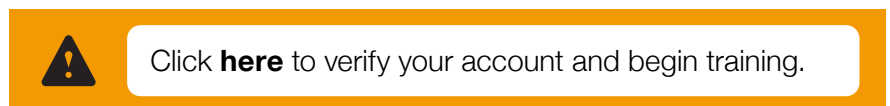
Step 4

After you have filled out the form, click the "Create Account" button at the bottom of the form.



Step 5

Once you have clicked "Create Account," you will be taken to the learning platform. Before you get started with your courses, you will need to confirm your account. Click on the link in the yellow box at the bottom of the page to start the verification process.



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Step 6

When you click the verification link, you will see a pop-up box that looks like this. It will prompt you to type in a 6-digit code. If you signed up by using an email address, you can find the code in your email inbox. If you signed up using a mobile phone number, you can find this code in your SMS text messages.

Verify your account

Please enter the 6 digit code we set to lizcathleen@gmail.com below

Haven't received a code? +

Step 7

Copy the 6-digit code from the email or text message you receive. Type the code into the form that says "Verify your account." Then click "Submit."



Confirm your email address

To confirm your email on Digital Literacy Program, please click the following button:

or use the following confirmation code on Digital Literacy Program:

176-148

Verify your account

Please enter the 6 digit code we set to lizcathleen@gmail.com below

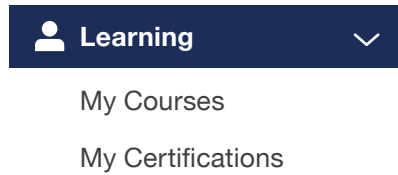
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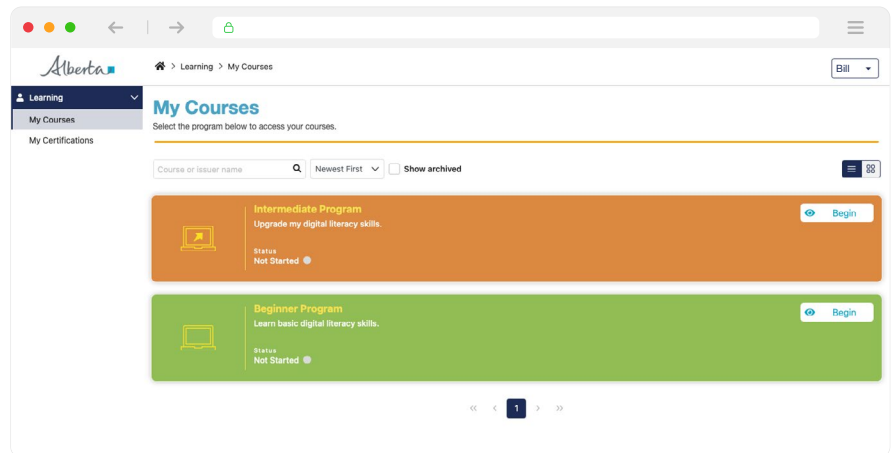
Step 8

Now that you have confirmed your account, you will be able to access the courses. Move your cursor to the sidebar on the left-hand side of the page, and click the button that says “My Courses.”



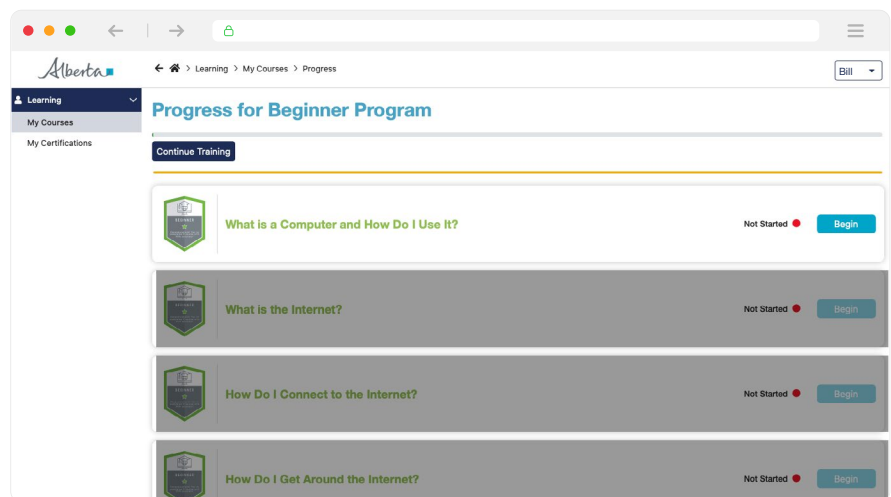
Step 9

When you land on the “My Courses” page, you will see the two program tracks (Beginner and Intermediate). Click “Begin” on the track you would like. There are no pre-requisites for this program, so you can take any course or track you would like, in any order.



Step 10

Once you have selected your track, you will see the entire list of courses within that track. Choose the course you want to start with, and then click “Begin.”

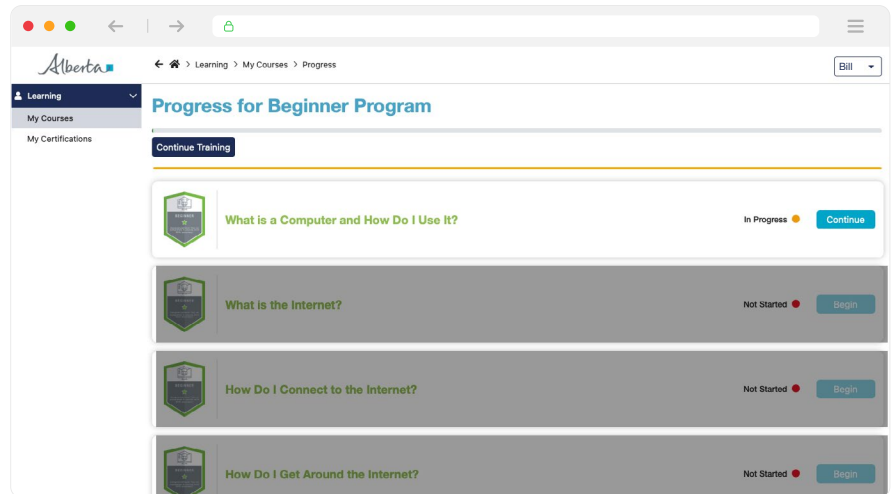


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Step 11

You do not need to complete the course in one sitting; you can return to it and resume the course whenever you want. You progress will be automatically saved. To resume a course you've already started, you will need to sign in to the learning platform again, click "My Courses" on the left-hand side, and then click the "Continue" button next to the course you want.



Step 12

When you have completed a course, you will be able to see a green "completed" status next to that course. Congratulations! Now you can move on to the next course you want to take.

Completed ●

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How to get help

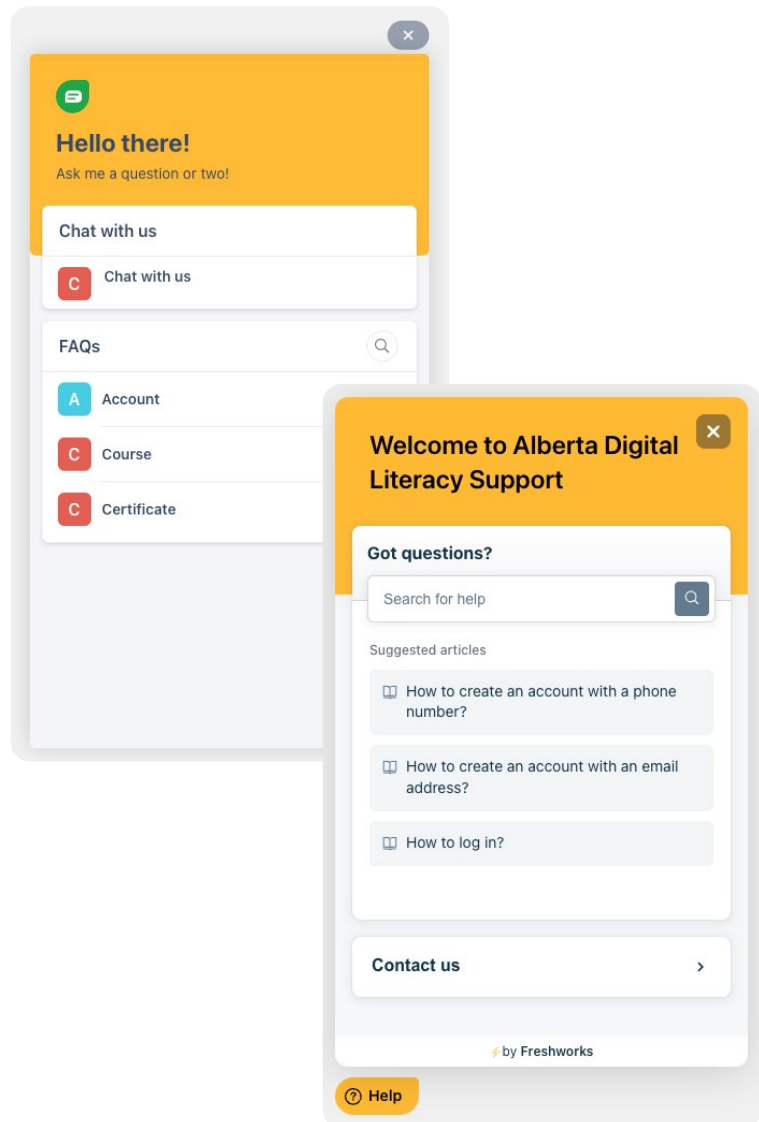
If you are having trouble with any of the steps listed here, our team will be happy to help you. You can get help 7 days a week, by phone, email, or online chat. Here is how to connect with our support team:

By phone: Call (888) 839-9239 and one of our friendly support reps will walk you through the process over the phone. Please note that our team is available 7 days a week, from 9:00 AM to 5:00 PM MST.

By email: Email us at digital.literacy@gov.ab.ca and one of our reps will get back to you quickly.

By online chat: Click the yellow square in the bottom right-hand corner of your screen. A chat box will appear, where you can type your questions and get connected quickly with a customer support agent.

You can also click the “help” button in the lower left-hand corner of your screen to access FAQs, how-to articles, and to ask additional questions.



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Director, Alberta.ca
10th Floor, 108 Street Building 9942 108 Street
Edmonton T5K 2J5



Data collection and privacy policy

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J. G. O' Donoghue Building
7000 - 113 Street
Edmonton, Alberta
T6H 5T6

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Appendix A: Course Syllabus

Beginner Curriculum			
Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>What is a computer and how does it work? Est. 15 mins</p>	<ul style="list-style-type: none"> • Terms: operating systems • Hardware vs. software • Types of hardware (mouse, keyboard, headset, camera) • How a computer operates • Options to access computers (Personal devices, library, internet cafes, government sites, etc.) • Mobile vs. desktop computers • Touchscreens vs. mouse navigation • Differences between operating systems 	<ul style="list-style-type: none"> • Describe the main elements of a computer • Describe the use of common hardware 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • Outline what an operating system is • Differentiate between common operating systems • Describe how a computer functions • Differentiate between hardware and software • Identify different types of hardware • Select and use basic hardware to complete basic functions on a computer • Differentiate between mobile and desktop environments
<p>What is the internet? Est. 10 mins</p>	<ul style="list-style-type: none"> • What the internet is • Basic functions of the internet • Benefits and importance of the internet • What is the world wide web • Why the internet is necessary today 	<ul style="list-style-type: none"> • Describe how the internet simplifies daily life • Compare life with the internet vs life without 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • Explain what the internet is • Define the world wide web • Identify benefits of using the internet • Describe how the internet can simplify daily life

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Beginner Curriculum

Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>How do I connect to the internet? Est. 15 mins</p>	<ul style="list-style-type: none"> Types of devices (computers, laptops, smartphones, tablets) Internet connections (wifi, data) Internet connection icons and placements Service providers Common connectivity issues 	<ul style="list-style-type: none"> Access the internet using various devices Determine if a computer is connected to the internet Connect to a wifi network Recognize if a wifi network is public or private Troubleshoot basic connectivity issues Clear history and cache 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Differentiate between different types of internet connections (wifi, hardwire, data) Locate connectivity icons on desktop computers Explain what different connectivity icons mean Access the internet using various devices Determine if a computer is connected to the internet Take basic steps to connect to a wifi network Identify if a wifi network is public or private Describe and troubleshoot basic connectivity issues
<p>How do I get around the internet? Est. 30 mins</p>	<ul style="list-style-type: none"> Key terms: website, browser, menu, navigation, dropdown, links, online platforms Purpose of a browser Types of browsers Parts of a URL General navigation menus and interface (eg. dropdown, horizontal, vertical/ sidebar, footer) Functions of key buttons in an internet browser Elements of a browser (back button, text fields) Tabs, and links 	<ul style="list-style-type: none"> Access a website Navigate basic elements of online systems (opening applications, scrolling, navigation buttons, URL bars, menus) Enter URLs and access websites Scroll through and navigate a website Open, close and reorder tabs 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Explain the purpose of a browser List the functions of key buttons on an internet browser Navigate through a browser from open to close Identify and describe different parts of a URL Identify common components of a website Navigate a website to find information

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Beginner Curriculum

Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>How do I find information? Est. 20 mins</p>	<ul style="list-style-type: none"> • Different types of platforms (search engines, social media, marketplaces, collaboration services, etc.) • Searching techniques • Purpose of search engines • Types of search engines • How search results are generated • How information is generated • How search engines classify information 	<ul style="list-style-type: none"> • Browse the internet for information • Identify the purpose of different platforms • Searching for information online • Use filters • Select key words specifically to limit search results 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • Explain the different types of online platforms • Explain how search engines produce results and classify information • Outline the purpose of search engines and how they work • Identify different types of search engines • Apply searching techniques to locate specific information
<p>How do I interact online? Est. 20 mins</p>	<ul style="list-style-type: none"> • Common interactive elements • Surveys, forms • Accounts and logins • Calls to Action and simple steps to complete online tasks 	<ul style="list-style-type: none"> • Complete a survey • Create an account • Select links and other interactive elements 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • Identify selectable links and interactive elements • Follow online prompts to complete tasks • Recall the steps to create an account
<p>How do I save things I found on the internet? Est. 10 mins</p>	<ul style="list-style-type: none"> • Different types of information and media on the internet • Downloading • Bookmarks/favourites • The “cloud” • Cloud based sharing and collaboration 	<ul style="list-style-type: none"> • Saving various types of media from the internet (files, videos, images, web pages, etc.) • Differentiate between storing information on and offline • Bookmark a webpage 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • Outline the purpose of different types of media and information • Differentiate between uploading and downloading • Download a media file to a desktop • Explain the cloud and cloud-based sharing at a high level

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Beginner Curriculum

Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>What is cybersecurity? Est. 30 mins</p>	<ul style="list-style-type: none"> • Viruses • Malware • Scams (phishing, smishing, spear phishing, social engineering scams, social media scams) • Password creation and what makes a strong password • Managing passwords • Multifactor identification • Avoid sharing personal information 	<ul style="list-style-type: none"> • Identify and avoid compromising online content and websites • Identify and avoid phishing scams, viruses, and malware • Create secure accounts • Create secure passwords • Check security and status on websites/services/applications 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • Distinguish between three common online threats: viruses, malware, and scams • Identify the signs of online scams • Outline the potential impacts of viruses, malware, and scams • Identify signs of compromising online content and websites • Explain how a secure password and accounts are important to protect information • Create a secure password • Explain how to create a secure account • Identify techniques to securely manage multiple passwords
<p>What information should I share online? Est. 15 mins</p>	<ul style="list-style-type: none"> • What type of information to avoid sharing online e.g., SIN, address • When is it okay to share specific information • Cookies • General legal agreements and terms of use • Privacy settings and strategies 	<ul style="list-style-type: none"> • Assess situations to determine what information can be shared • Explain in simple terms what cookies are 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • Explain what types of information are considered sensitive • Assess situations to determine what information can be shared • Accept or decline cookie tracking requests • Identify strategies to maintain online privacy

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Beginner Curriculum

Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>What are the ways I can use the internet to communicate? Est. 30 mins</p>	<ul style="list-style-type: none"> • Purpose of different types of communication • What is an email • Type of email providers • Components of an email • Chat • Messenger • Acronyms • Video conferencing/ meeting • Online forums • Social media • Voice Over IP • Cloud-based sharing 	<ul style="list-style-type: none"> • Create an email account • Send an email • Open a received email and reply to it • Forward a received email • Attach a file 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • List the benefits of online communication • Differentiate between the common ways to communicate online • Choose the most effective communication tool to meet goals • Utilize basic features and functions to send an email, including adding an attachment • Translate commonly used online acronyms

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Intermediate Curriculum

Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>How do I know if I found good information? Est. 15 mins</p>	<ul style="list-style-type: none"> Different types of content online (blogs, forums, collaborative wikis, professional sites, selling) Different elements of content and website evaluation 	<ul style="list-style-type: none"> Comparing different information sources Determine validity of content and information Evaluate websites and information for currency, relevancy, authority, accuracy, and purpose 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Describe and identify common types of online content Determine validity of content and information online Evaluate websites for information for currency, relevancy, authority, accuracy, and purpose Summarize the effect of sharing inaccurate content
<p>What is netiquette? Est. 15 mins</p>	<ul style="list-style-type: none"> Etiquette of emails, IM and video conferencing Why online etiquette is important How netiquette can impact online communications 	<ul style="list-style-type: none"> Write appropriate messages for different mediums (IM, email) Assess messages for appropriateness and tone 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Discuss the term netiquette Outline and apply online etiquette best practices Assess messages for appropriateness and tone Explain the impact of poor netiquette
<p>What is a digital footprint? Est. 20 mins</p>	<ul style="list-style-type: none"> Digital footprint Active and passive digital footprint How a digital footprint can impact employment and other aspects of life Strategies to manage digital identity and footprint Benefits and risks of a digital footprint 	<ul style="list-style-type: none"> Implement strategies to manage digital footprint Assess impact of social media posts and other aspects of a digital footprint 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Define digital footprint Outline the benefits and risks of a digital footprint Assess how a digital footprint can impact employment and other aspects of life (i.e. school, legal issues) Implement strategies to manage digital identity and footprint

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Intermediate Curriculum

Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>How do I keep myself safe online? Est. 30 mins</p>	<ul style="list-style-type: none"> Ethical behavior on the internet Bullying, Harassment, Stalking, Trolling Mental health and online activity (online addictions, online gambling, loneliness and isolation, comparisons, etc.) 	<ul style="list-style-type: none"> Contact the relevant authorities to file a report Block an abusive user Determine the path of escalation for online issues (i.e. blocking, reporting to school/work, reporting to authorities) 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Outline how online activity can impact mental health Identify different addictive properties of online activities Identify when online conversations and engagements become harmful Apply different strategies to handle cyber abuse or harmful online activity Outline how to behave ethically on the internet Explain the jurisdiction of various authorities or supports when it comes to unethical online behavior Implement strategies to set healthy boundaries for online activity and engagement
<p>How do I apply for work online? Est. 15 mins</p>	<ul style="list-style-type: none"> How the internet opens up the door to new employment opportunities Submitting a resume Job search engines Company websites and opportunities Online employment scams 	<ul style="list-style-type: none"> Search for jobs online Apply for a job online Post a job online 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Outline how the internet connects them to work opportunities Utilize job search engines Identify signs of potentially fraudulent job postings Locate job opportunities on company websites Submit a resume and cover letter

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Intermediate Curriculum

Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>How can I use the internet to learn? Est. 25 mins</p>	<ul style="list-style-type: none"> Formal and informal online learning Learning platforms (course platforms, youtube, online books, audiobooks, etc.) Searching for online learning, online courses (upskilling) Google scholar 	<ul style="list-style-type: none"> Identify if formal or informal learning opportunities are appropriate to progress goals Search for formal and informal online learning opportunities 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Identify how the internet can support them to learn and gain new skills Differentiate between formal and informal online learning Explain the benefits of online learning platforms Search for online learning activities Identify other ways the internet can be used to learn
<p>How do I shop online? Est. 20 mins</p>	<ul style="list-style-type: none"> What is Ecommerce? Types of ecommerce platforms Common ecommerce icons: Shopping cart, payment buttons Ecommerce safety: https, secure payment portals How can ecommerce benefit you (remote location access, mobility access, etc.) 	<ul style="list-style-type: none"> Navigate to an ecommerce website and add an item to cart Verify if an ecommerce website has a secure payment portal 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Explain what ecommerce is List examples of common ecommerce platforms Identify common ecommerce icons Differentiate between safe and unsafe ecommerce sites Identify how ecommerce can benefit them
<p>How do I access services online? Est. 20 mins</p>	<ul style="list-style-type: none"> Government services Medical services and information 	<ul style="list-style-type: none"> Complete complex forms Make appointments Reschedule appointments 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> Search for and locate various government benefits that can be accessed or applied for online Complete complex online forms to access services or information Schedule an appointment online Locate contact information

Need help?

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Intermediate Curriculum

Topic Area	Content to be covered	Skills to be covered	Learning objectives
<p>Is social media right for me? Est. 15 mins</p>	<ul style="list-style-type: none"> • What is social media? • Different social media platforms • Pros and cons of social media • Social media safety • Social media best practices • Basic settings (blocking, reporting posts, deactivating profiles) • Strategies to use social media to progress job search and online networking 	<ul style="list-style-type: none"> • Create a social media profile • Upload a post • Edit/Delete a post • Join an online community or group 	<p>Learners will be able to:</p> <ul style="list-style-type: none"> • Define social media • Identify different common social media platforms • Discuss the pros and cons of social media • Outline social media best practices • Create a job search post on social media • Identify ways they could use social media to solve problems platforms weren't designed to solve

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