



Professional Development
american**job**center®

Digital Citizenship & Online Safety: Navigating the Digital World Responsibly

Presented by Shannon Distel, Computer Skills Instructor

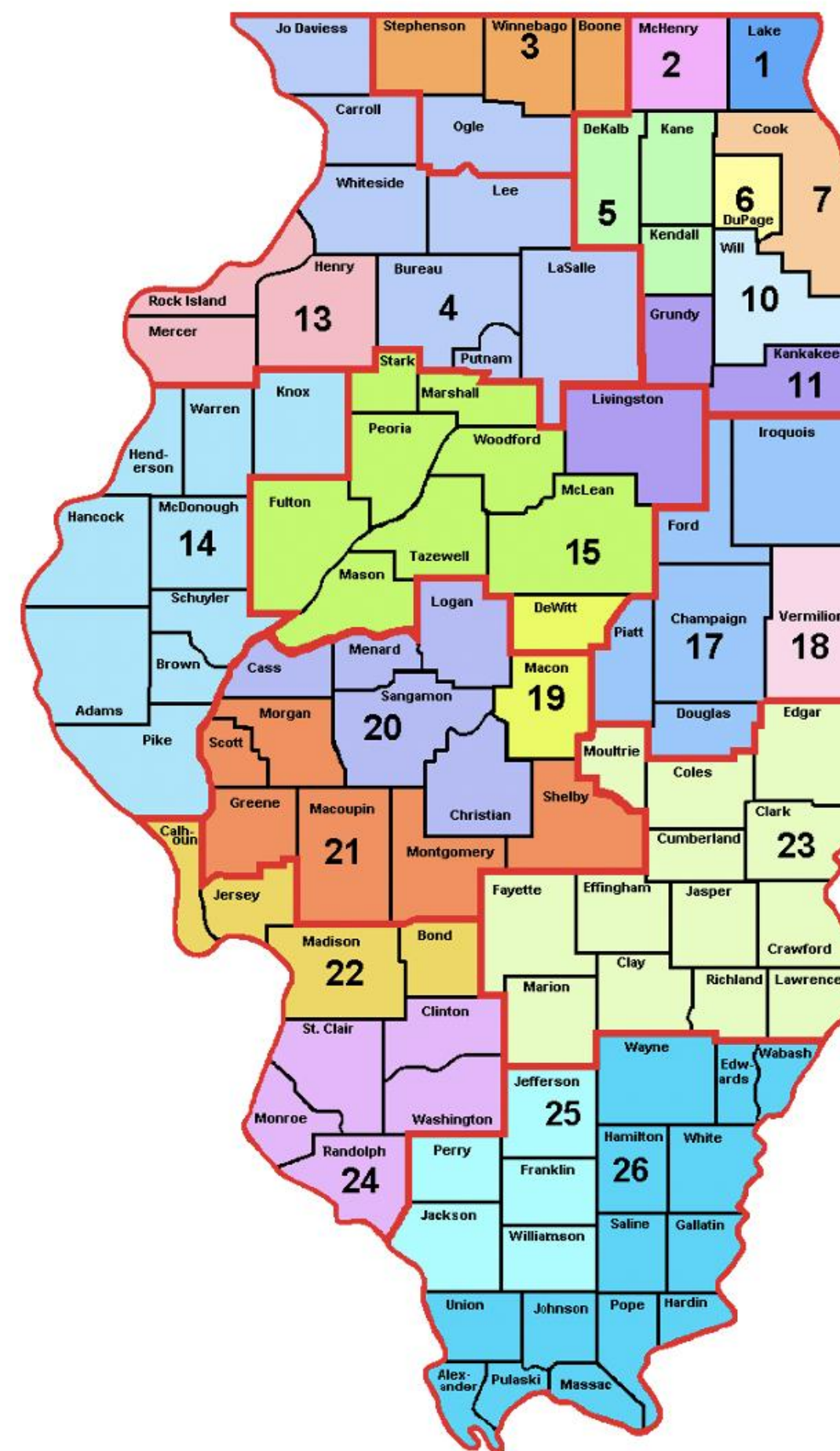
August 6, 2025



Kiersten Baer

- Assistant Director of Communications
 - Illinois Center for Specialized Professional Support
- kmbaer@ilstu.edu

Where is
Your Local
Area?



**Which partner do you
best represent?**



This webinar will explain the principles of digital citizenship and provide clear, actionable best practices for safe internet use. Learn how to navigate digital tools with confidence, protect your personal information, recognize online threats, and develop proactive security habits.

What is Digital Literacy?

“Digital refers to technology, ranging from computers and the internet to technological objects and programs such as cellphones, smart home systems, check-in kiosks at airports and more. Literacy refers to the ability to use this technology.”



Who are Digital Citizens?



What are the principles
of Digital Citizenship?

Principle 1

The ability to use
technology responsibly.



Principle 2

The ability to use technology safely.




Principle 3

The ability to use
technology respectfully.

96% of adults
in the United
States use the
Internet



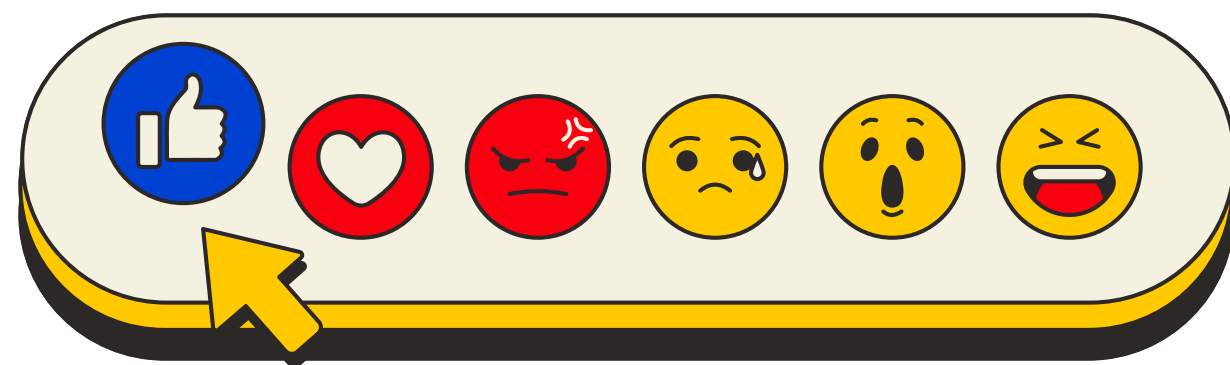


What is the most visited
website in the world?

Google



What digital platforms are adults using?



% of US Adults:

YouTube	85%
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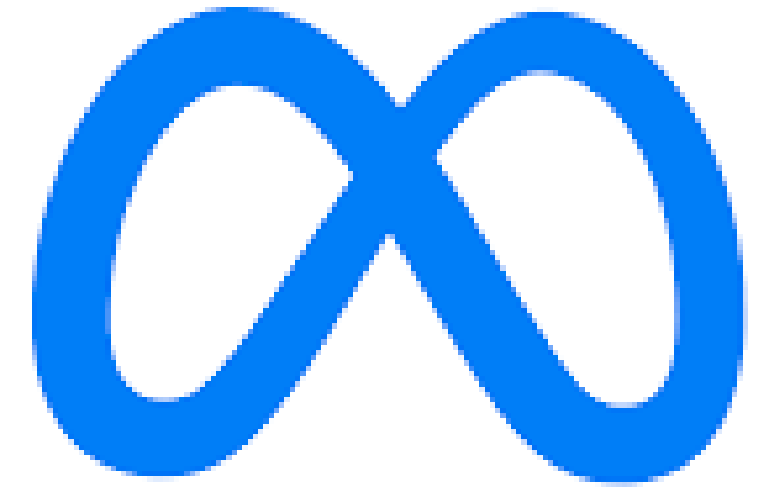
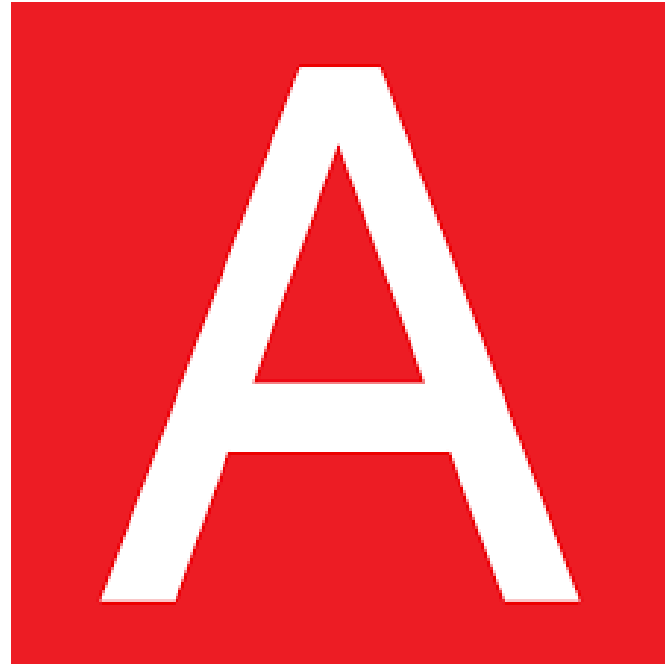
Facebook	70%
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Instagram	50%
-----------	-----

TikTok	33%
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WhatsApp	30%
----------	-----

Snapchat	27%
----------	-----




What are
essential
digital skills
for using
technology
safely?



1. Evaluating digital information
2. Understanding digital commerce
3. Communication





Essential
skill #1

SEARCH

Evaluating digital information



Creator



Purpose



Objectivity



Accuracy



Sources



Identify theft

Gift card scams

Fake websites and
fraudulent listings

Debt collection
scams



+44 7307 909586 >

iMessage

Today 7:38 AM

The Toll Roads Notice of Toll Evasion: You have an unpaid toll bill on your account. To avoid late fees, pay within 12 hours or the late fees will be increased and reported to the DMV.

<https://secure.getipassce.xin/payabill>



+44 7307 909586 >

<https://secure.getipassce.xin/payabill>

(Please reply Y, then exit the text message and open it again to activate the link, or copy the link to your Safari browser and open it)

The Toll Roads team wishes you a great day!



This site is blocked due to a phishing threat.

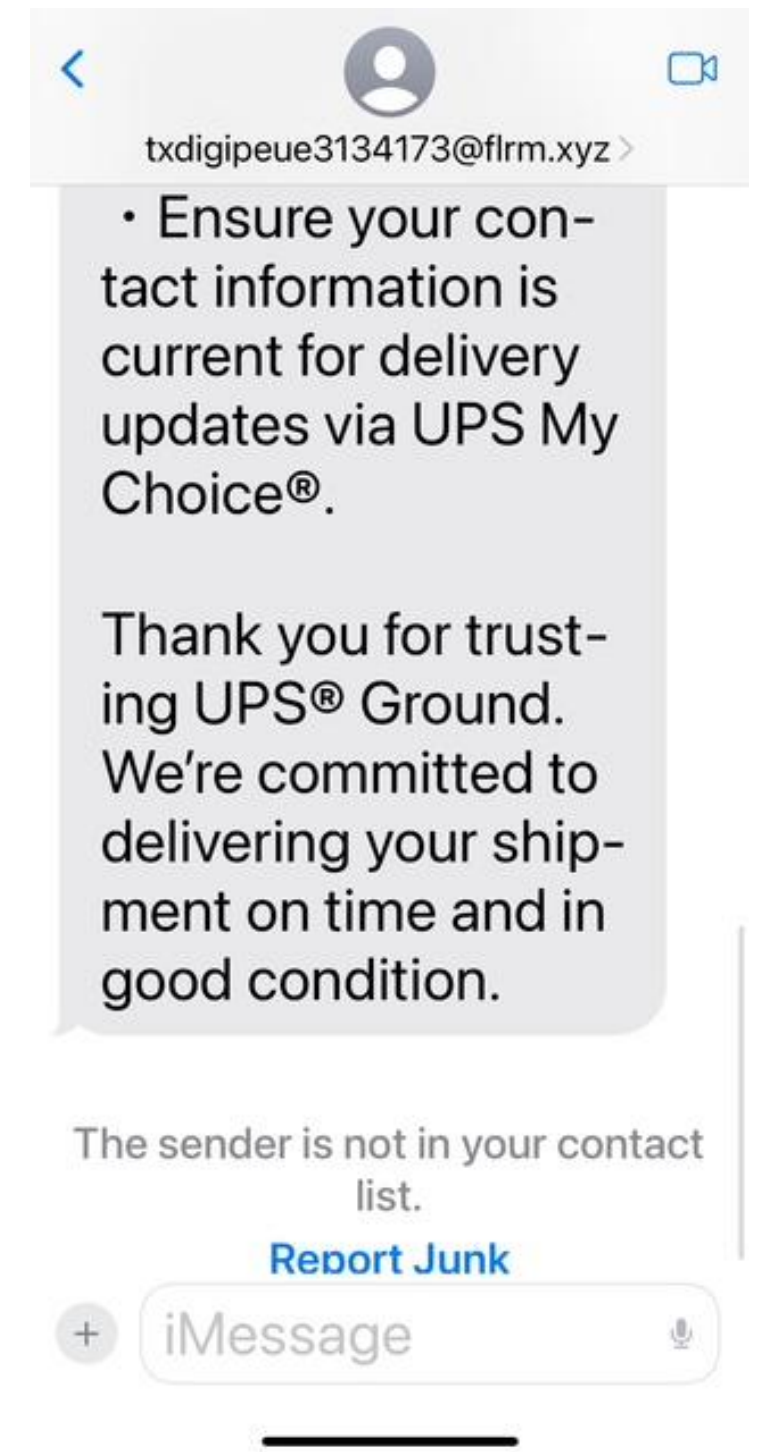
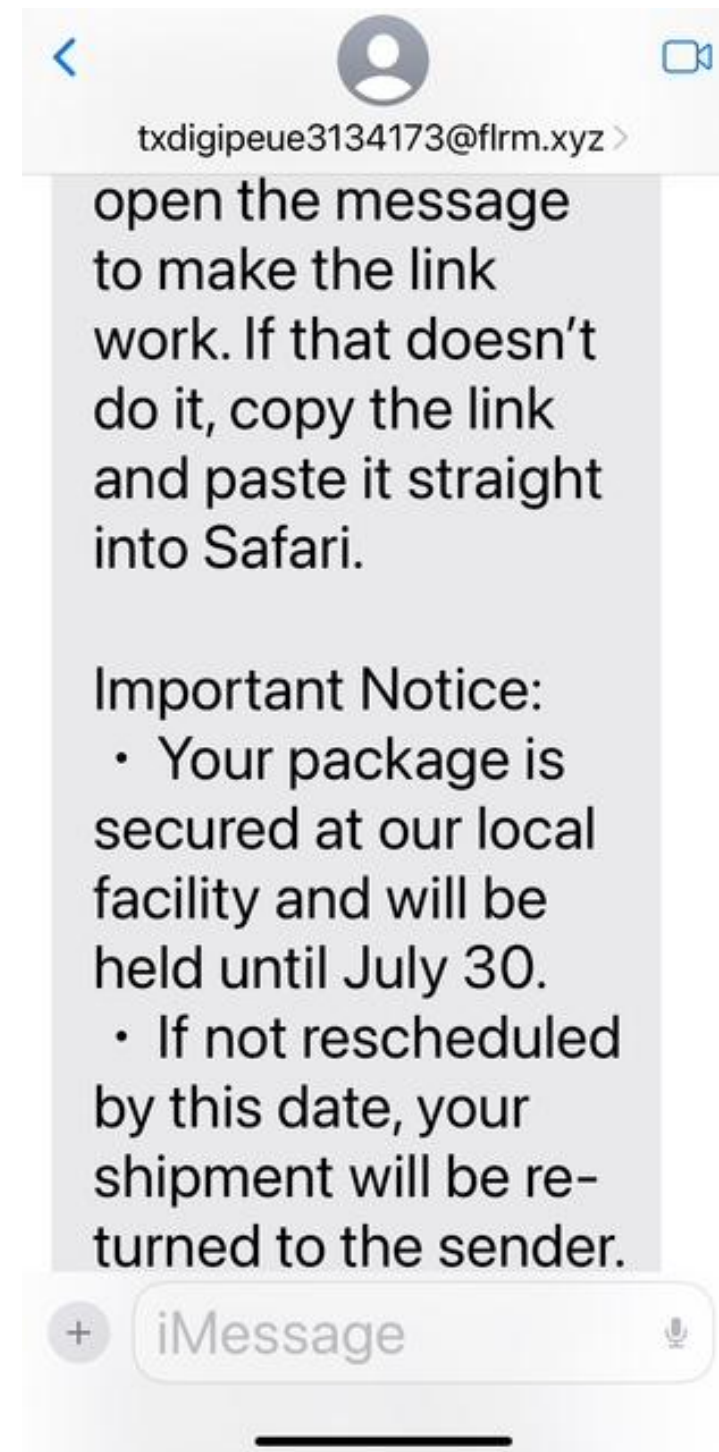
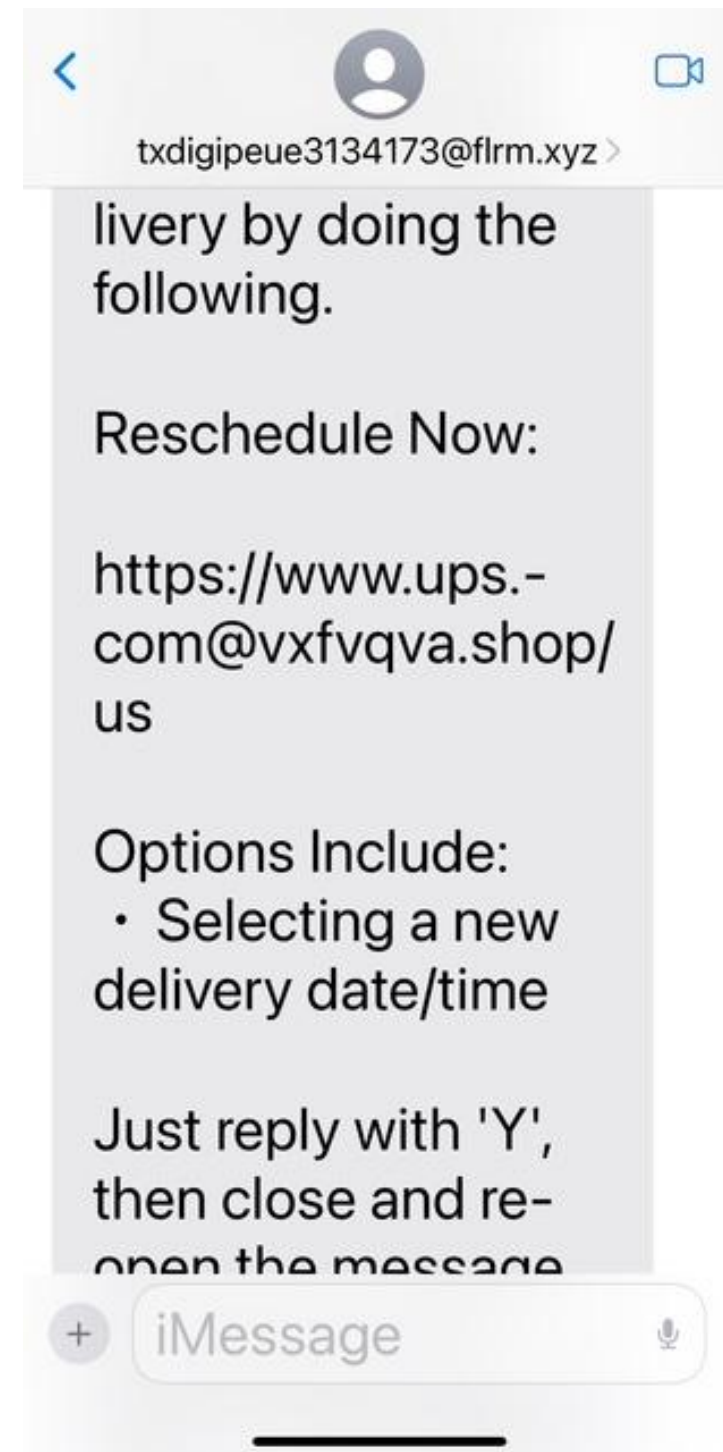
secure.getipassce.xin

Phishing is a fraudulent attempt to get you to provide personal information under false pretenses.

The following website has been blocked. If you have any questions, please contact your network administrator with the following information:

- The website in question
- Reason for access
- Urgency




This site was blocked due to the following categories: **Phishing**



Shannon Scanlan, It's Alida Updike with the Student Loan Debt Department. This is regarding your case number 23059. We tried to contact you at your home and did not hear back. Your StudentLoans have been flagged as possibly eligible for forgiveness under the new 2025 guidelines. Your file will remain open in my system for only one more day. Please give me a call at: [\(877\)-920-1873](tel:(877)-920-1873), We can take your call between the hours of 8am-5pm(PST) Monday-Friday. Thank you, - Alida Updike

You opted in, Advertising Services, 8206 Louisiana Blvd NE, Ste B #10 472 Albuquerque, NM 87113 . We are a marketing firm. For contact information, please use the telephone number above. You opted in. To remove yourself from our list of marketing contacts Please paste the following URL into your web browser: and then enter your email address. STOP THE EMAILS . ORG

consenting
daydreaming
contenderebiophysicist
s fleshing
ambiancejointuresses
battings entomologists




+1 (821) 221-3938 >

iMessage
Today 2:20 PM


Your Coinbase withdrawal code is:
269610. Please do not share this code with anyone. If you have not requested this, please call:
(518) 896-0209.
REF: CB67408

The sender is not in your contact list.

[Report Junk](#)



iMessage





From: Susan Gordon <dinorubiodci682@gmail.com>

Date: July 22, 2025 at 11:55:19 AM CDT

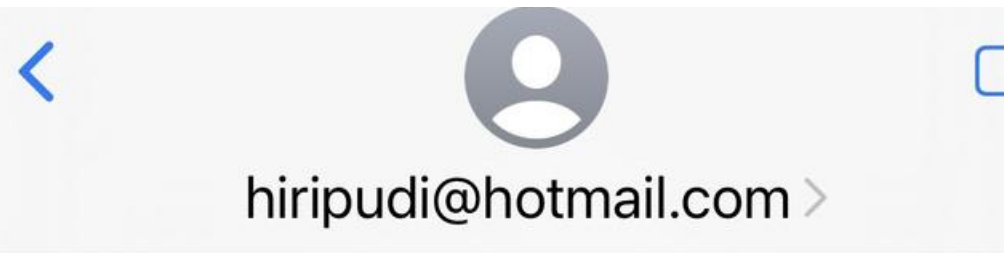
To:

Subject: Daily report available For 2025-07-22-1273 Griffith Turnpike

Daily report available For 2025-07-22-1129 Worth Arcade

One attachment • Scanned by Gmail ⓘ





Hello, I'm Sierra from Klarna. Your background and resume have been recommended by multiple online recruitment agencies. Therefore, we would like to offer you a great remote online part-time job to help Klarna merchants update data, increase visibility and bookings, and pro-



training. Flexible part-time and full-time jobs allow you to work 60 to 90 minutes a day, 4 days a week, earn extra income on weekends too. You can work anytime and anywhere according to your schedule, and earn \$250 to \$500 a day. The basic salary is \$1000 per 4 days worked



Paid annual leave: In addition to maternity leave, paternity leave and other statutory holidays, ordinary employees are entitled to 15-20 days of paid annual leave.
If you would like to join us, please send via SMS function to 2679022977 for more information (Note: You must be at least 23 years

This is your final notice regarding the unpaid toll balance on your account. You must settle the balance within the next 12 hours to avoid severe penalties.

Unpaid Balance: \$6.99
Due Date: April 25, 2025

Failure to pay within this time frame will result in the following:

- 1.Immediate addition of late payment fees to your balance
 - 2.Suspension of your vehicle registration by the Department of Motor Vehicles (DMV)
 - 3.Collection actions, including a negative report to your credit file
- Please make your payment promptly to avoid these severe consequences and protect your

Department of Motor Vehicles (DMV) Notification

Your toll payment for E-ZPass Lane must be settled by Apr 18, 2025. To avoid fines and the suspension of your driving privileges, kindly pay by the due date.

Pay here:<https://e-zpassny.com-tiznqmwv.world/us>

(Please reply with "Y," then exit the text message. Open it again, click the link, or copy it into your Safari browser and open it

The sender is not in your contact list.

[Report Junk](#)

KITS 162 A - B
OWNTOWN
ay City
idland
1 MILE

BE AWARE
TOLL TEXTS
ARE SCAMS

Salzburg Rd



laoqmuluan@igut391.com >

Apple Approval Notice

We have noticed that your Apple iCloud id was recently used at "APPLE STORE - CA" for \$143.95, paid by Apple Pay Pre Authorization. Also some suspicious sign in request and apple pay activation request de-



laoqmuluan@igut391.com >

tected. That looks like suspicious to us. In order to maintain the security and privacy of your account we have placed those request on hold. Your Photos, Data, Bank Information and Cards are at risk. If NOT you? talk to an Apple Representative. Failing may lead to auto debit and charge will not be




laoqmuluan@igut391.com >

ive. Failing may lead to auto debit and charge will not be reversed. Call +18887687004 immediately to cancel this charge.

Billing Department :
<https://support.apple.com/billing>
Have a great day!

The sender is not in your contact list.

[Report Junk](#)

 Some content in this message has been blocked because the sender isn't in your Safe senders list.
[I trust content from notify@facebook.authenticlcation.com.](#) | [Show blocked content](#)



Facebook <notify@facebook.authenticlcation.com>

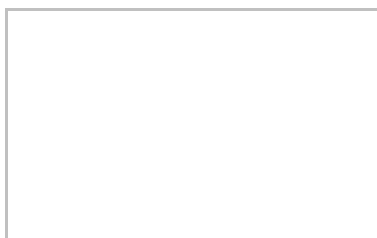
To: Shannon Distel



Sat 3/25/2023 10:12 AM

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

facebook



[Your Friend](#) added 2 photos of you.

[See Photos](#)

[Go to Notifications](#)

This message was sent to sdistel@ahschicago.org. If you don't want to receive these emails from Facebook in the future, please [unsubscribe](#).



WhatsApp <whats-app@do-not-application-alert.com>

To: ● Shannon Distel



Reply



Reply all



Forward



Some content in this message has been blocked because the sender isn't in your Safe senders list.



Trust sender

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content.

WhatsApp

You have a new message!

Message Details:

Message Date: February 24, 2025, 6:24 am
Length of the message: 60 seconds

Play

WhatsApp Web



⚠️ Dangerous

usps.hhragzupes.top



Dangerous site

Attackers on the site you're trying to visit might trick you into installing software or revealing things like your password, phone, or credit card number. Chrome strongly recommends going back to safety. [Learn more](#)

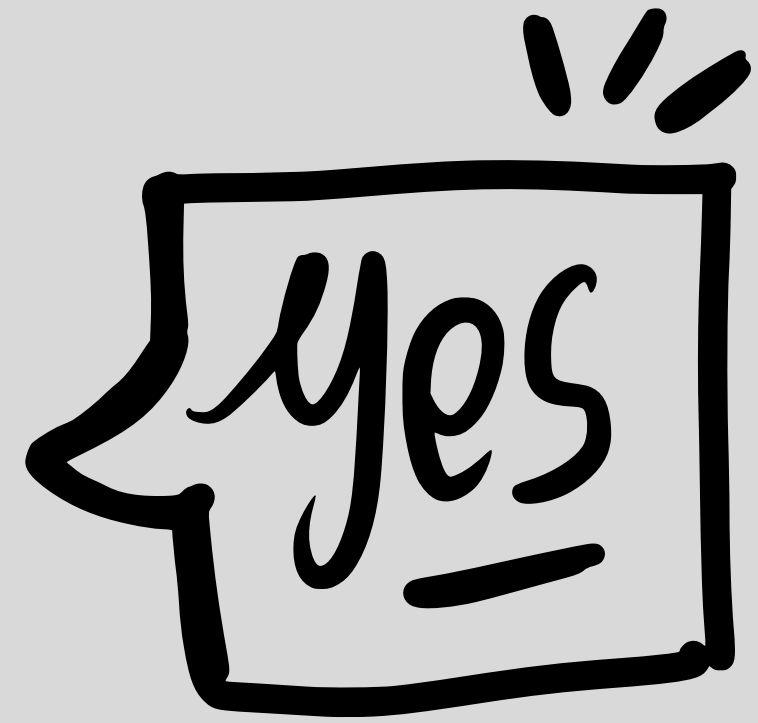
[Details](#)[Back to safety](#)

Robocall: a telephone call that delivers a recorded message. Usually a computer-generated voice.

Scam: a deception, lie or trick that takes money or goods from someone.

Spam: unwanted and unsolicited communication.

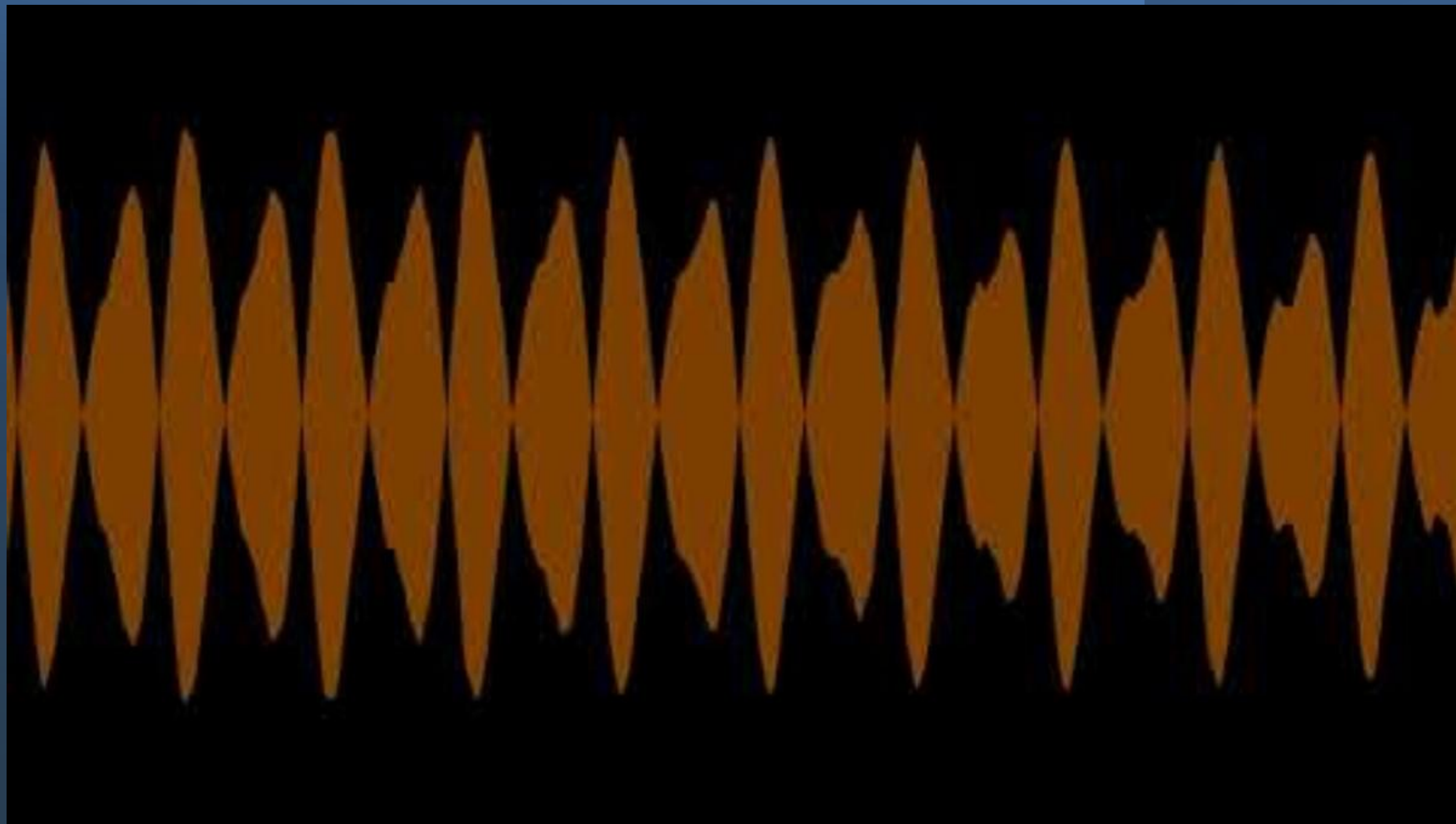
Phishing: Unsolicited and unwanted emails and phone calls that trick you into sharing personal information.




Sample IRS Robo Call

**If you get one,
don't panic.**









Essential
skill #2

Understanding digital commerce

**More than 80
million
consumers have
lost money to
scammers since
2020**



**Consumers
lost more
than 10
billion dollars
to fraud in
2023**



----- Forwarded message -----
From: **MEGA MILLION TEAM** <garrylamperssss7@gmail.com>
Date: Thu, Jul 17, 2025 at 5:50 AM
Subject: Attn: Email User!
To:

Sydney, Australia
382 Channel Drive
Tel/Fax-- +612-83108022

Dear Email User,

The Mega Million team is pleased to officially announce that you have been selected as the Third Place Prize Winner in the recent \$32,800,000.00 prize draw. This draw was conducted in partnership with Powerball Australia and Mega Million, through a Google Data Email User raffle entry registration (Thirty Two Million Eight Hundred Thousand Dollars) in our First quarter Year of conducted in partnership with Powerball Australia and Mega Million draw award, Which is fully based on an electronic random selection of Email Users entered and conducted in partnership with Powerball Australia and Mega Million.

The winning numbers drawn were 01, 08, 11, 27, 29, 01, 10, with Security Code ZL00XF87. This combination won the lottery in the Match 658 Star Category.
Please complete this form accurately and email it back to us. Once received, we will provide you with the contact details of the Mandate Agent assigned to handle the processing and release of your prize as soon as you respond to this message.

WINNING NUMBER:.....SECURITY CODE NUMBER:.....

FIRSTNAME:.....SURNAME.....DATE OF BIRTH.....SEX:.....

AMOUNT WON:.....YOUR ADDRESS:.....CITY:.....

ZIP CODE:.....CITIZEN:.....E-MAIL:.....

TEL:.....FAX:.....OCCUPATION.....

PAYMENT OPTIONS (1) BANK TRANSFER (2) CASH PICKUP (3) CERTIFIED CHEQUE

BANK NAME:.....BANK ACCOUNT NUMBER:.....

ROUTING NUMBER/SWIFT CODE:.....BANK ADDRESS.....

.....

I, MR, MRS, MISS....., HERE BY DECLARE THAT, THE ABOVE DATAS ARE TRUE.

In Addition: NB: Due to past instances of fraudulent activity, we kindly request that you keep all information regarding your award strictly confidential until your claim has been fully processed and the funds have been successfully transferred to your possession.This measure is part of our security protocol, designed to prevent double claims, impersonation, or any unauthorized use of this program by unscrupulous individuals.

NB: Please ensure we are consistently updated on the progress.

Sincerely,

Joshua Johnston
Lead Director of Mega Millions

From: **MRS. MAVIS** <no-responder@gycia.uy>

Date: Wed, Sep 7, 2022 at 11:40 AM

Subject: DONATION

To: Recipients <no-responder@gycia.uy>

Hello,

I'm Mrs. Mavis Wanczyk, the mega winner of in Mega Millions Jackpot, I am donating to 5 random individuals if you get this email then your email was selected after a spin ball.

THIS IS YOUR DONATION CODE: FE207162

Reply back with the DONATION CODE

Regards,

Mrs. Mavis L. Wanczyk

Your travel insurance plan at a glance

Plan:

Classic Plan 2

Plan Number:

US09955705

Travel Dates:

07/20/2024–07/25/2024

Manage my policy

If you're not completely satisfied, you have 15 days (or more, depending on your state of residence) to request a refund, provided you haven't started your trip or initiated a claim. Premiums are non-refundable after this period.

Move your mouse over the button or link they want you to click on to view the hidden URL.

<https://links.mkt1649.com/ctt?ms=MjM5MDM4NjcS1&kn=2&r=OTAyMzAwNDkwNzcyS0&b=0&j=Mjg4MTA0NzQxMQS2&mt=2&rj=Mjg4MTA0NzQxMgS2&rt=0>



www.appple.com



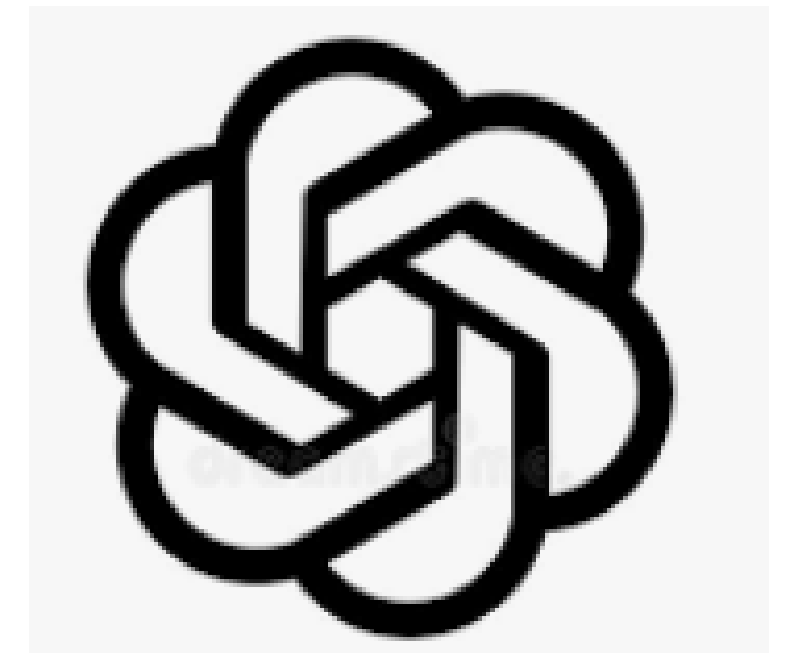
www.paypa1.com



www.netflixaccount.com



www.nikedeals.com



www.chat-gpt-for-windows.com



You've gone Incognito

Others who use this device won't see your activity, so you can browse more privately. This won't change how data is collected by websites you visit and the services they use, including Google. Downloads, bookmarks and reading list items will be saved. [Learn more](#)

Chrome won't save:

- Your browsing history
- Cookies and site data
- Information entered in forms

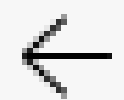
Your activity might still be visible to:

- Websites you visit
- Your employer or school
- Your internet service provider

Block third-party cookies

When on, sites can't use cookies that track you across the web. Features on some sites may break.





https://www.chase.com

Personal

Business

Commercial

CHASE 

Checking & Savings

Credit Cards

Home Loans



An illustration on a teal background featuring various communication-related icons: a megaphone on the left, a speech bubble with the number '1' in the top left, a white envelope at the top center, a magnifying glass at the top right, a person icon with a gear at the top right, a laptop with a webpage at the top right, a clipboard with a checklist at the bottom right, and several documents and folders scattered throughout. Faint gears are visible in the background.

Essential skill #3

Communication

Contact
customer
service



Customer service

✓ Get immediate support

✓ 24/7 help in any language

✓ Chat with us or request a callback

Sign in to get help

Or contact us

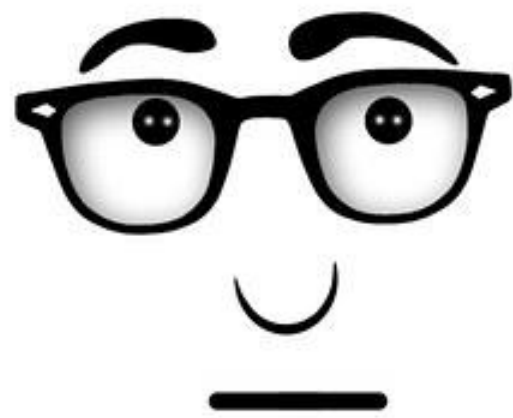
Get in touch

The fastest way to get support about payments, returns, and more is to [chat with us](#) via the app.

Call us at [\(888\) 518-2771](#)

Opening hours: 24/7

If it's on the
Internet, it
isn't private.



We've recently noticed an increase in customers reporting **fake emails about Amazon Prime membership subscriptions**. We want to help you stay protected by sharing important information about these scams.

What's happening:

- Scammers are sending fake emails claiming your Amazon Prime subscription will automatically renew at an unexpected price.
 - The scammers might include personal information in the emails, obtained from other sources, in an attempt to appear legitimate.
 - These emails may also include a "cancel subscription" button leading to a fake Amazon login page.
 - Do not click on any links in these messages - scammers use fake websites to steal your Amazon login credentials and banking information.
-

What you should do:


Scams can typically be ignored with no action. However, here are some suggested actions that may be applicable:

- If you want to verify your Prime membership, open your Amazon mobile app or go directly to Amazon.com. Select "Prime" from the main menu to view your membership status, renewal dates, and plan details.
 - If you clicked on any suspicious links, monitor your credit/debit card statements for unfamiliar charges and contact your bank immediately about any unauthorised transactions.
 - Report suspicious communications to amazon.com/reportascam.
-

Best practices to protect against scams:

- Always access Amazon directly through our mobile app or by typing amazon.com in your browser.
- To find out if a message is really from Amazon, visit the Message Center under "Your Account." Legitimate messages from Amazon will appear there.
- Enable two-step verification for your Amazon account through the Login & Security settings or visit amazon.com/2SV.





Report to help fight fraud!

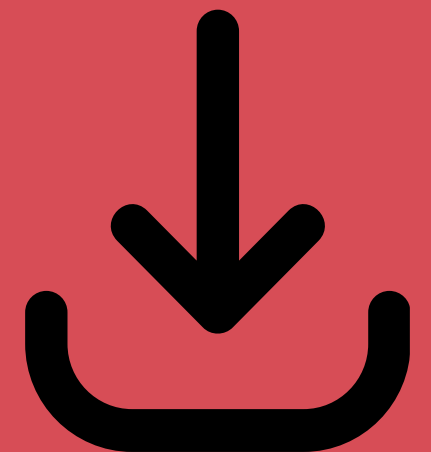
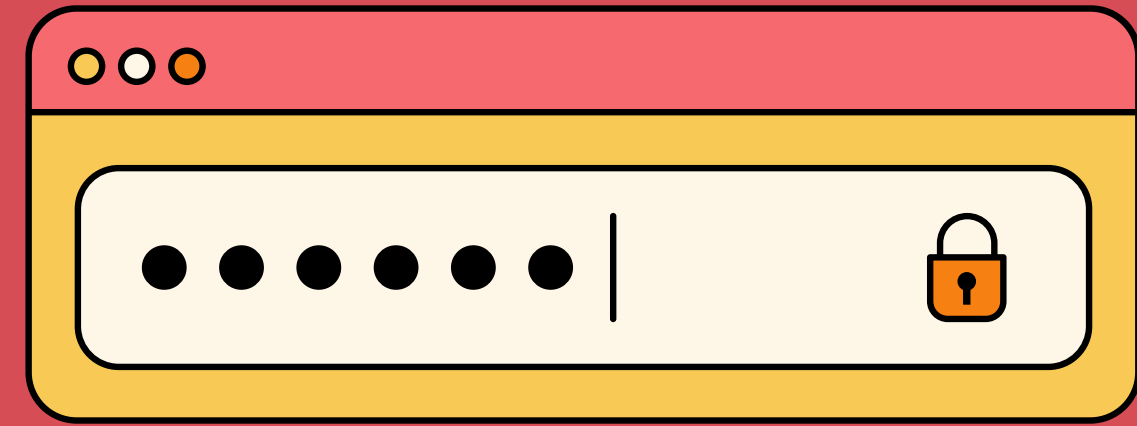
Report Now →

Feedback

Protect your community by reporting fraud, scams, and bad business practices.

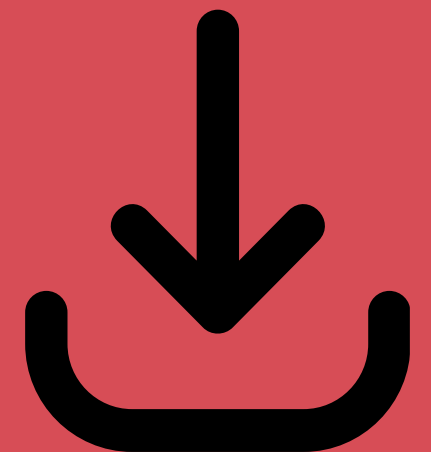
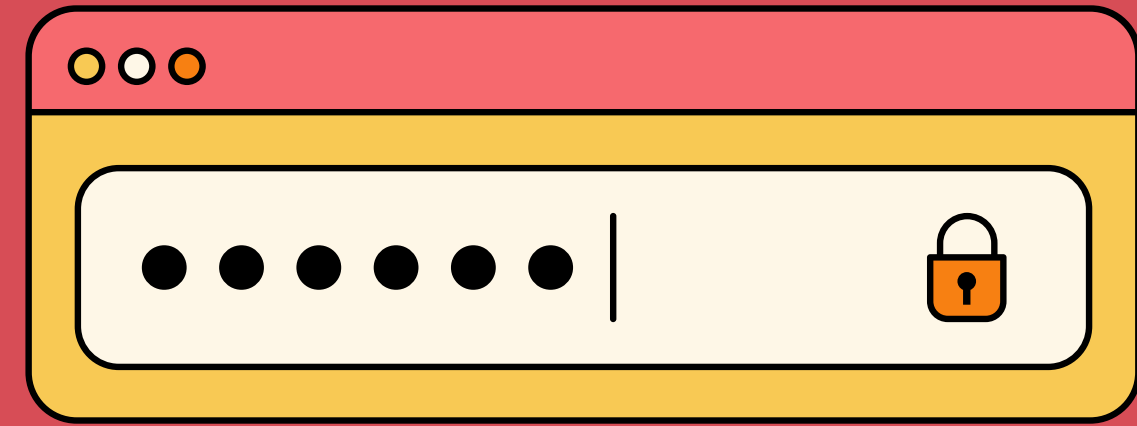
Safety Checklist

1. Keep computer software up-to-date.
2. Use strong passwords.
3. Examine all email addresses and website URLs.
4. Don't click links in unsolicited email or text messages.
5. Confirm all requests for electronic payments or transfer of funds.
6. Be suspicious of all communication that requires immediate action.
7. Always use a credit card for online purchases.
8. Never send money to someone you have met on the internet or to someone who wants access to your accounts.



Safety Checklist

9. Register your number with the Federal Communications Commission (FCC).
10. Block unknown callers on your phone.
11. Do not answer unknown calls.
12. Never call back an unknown number.
13. Check with your cell phone provider about call blocking.
14. Mark emails from unknown senders as spam.
15. Unsubscribe from spam emails.
16. Never download or open attachments if you do not know who sent the email.





Google Voice



Junk email

