

Digital Literacy Toolkit

Section 1: General Digital Literacy Knowledge

Section 2: Language Apps

Section 3: Employment Apps

Section 4: Education Apps

Introduction to the Economic Integration Suite

The Economic Integration Suite (EIS) is divided into 4 sections. The first section is an Overview of seven Digital Literacy topics. The following 3 sections are app-specific and review 3 digital learning pathways, including English Language Learning, Employment and Education. All 24 fact sheets are designed to increase your digital skills and confidence to stay competitive in the digital economy.

EIS TABLE OF CONTENTS

Section 1: Overview

- 1.1 App Stores
- 1.2 Monitoring Data Use
- 1.3 Avoiding Scams
- 1.4 Monitoring Children
- 1.5 Managing your Digital Footprint
- 1.6 Malware, Viruses, Virus Protection, and Firewalls
- 1.7 Misinformation

Section 2: Language

- 2.1 Rosetta Stone
- 2.2 Lingokids
- 2.3 Duolingo
- 2.4 Tarjimly
- 2.5 Google Translate

Section 3: Employment

- 3.1 Google Suite
- 3.2 Gmail
- 3.3 LinkedIn
- 3.4 Indeed
- 3.5 Craigslist
- 3.6 Glassdoor
- 3.7 Zoom
- 3.8 CreditWise

Section 4: Education

- 4.1 World Education Services
- 4.2 SettleIn
- 4.3 Coursera
- 4.4 Google Hangouts

Legends

On each app-specific fact sheet, the legend provides information on language settings, accessibility across digital platforms, anticipated data use, and cost. Also, pay special attention to the **BE SAFE** or **KEEP IN MIND** symbols found at the bottom of each fact sheet.

Language Settings



The app is available in over 2 languages



The app is available in 1-2 languages

Accessibility Across Digital Platforms



Available as a web and mobile app, and accessible on all devices



Only available as a mobile app, and accessible on cell phones and tablets

Anticipated Data Use



The app constantly sends and receives information from cellular towers



When connected to Wi-Fi, information can be downloaded for offline use



A majority of the information is stored on the app, and available for offline use

Anticipated Cost



Free to Use



Cost varies based on subscription, but the app may have a free version, with limited features



The **BE SAFE** symbol indicates an important safety message for app users



The **KEEP IN MIND** symbol indicates an important fact to be aware of when using the app.

App Stores

Apps, or Applications, are digital programs used to accomplish tasks for leisure and work. Web apps are designed for use on computers, while mobile apps are designed for cellphone use. Most of these apps require users to download the app directly onto their device. However, some web apps require an internet connection and no download. Some apps, such as Microsoft Word, an app you can use to write resumes and cover letters, are available in both formats, but others are only available in one format. Some apps are free to download and install, while others require payment.

Most apps can be purchased, downloaded, and installed either through the developer's website or through an app installation platform.

App Installation Platforms

The App store you use depends on the device you own. If you own an iPhone, use the App Store. If you own an Android device, use the Google Play Store, and if you own a Samsung device, use the Galaxy Store.

The App Store



This app installation platform is automatically accessible on any Apple device running on the Apple Operating System (iOS). The App Store offers apps developed by Apple and outside developers.

Google Play



This app installation platform is automatically accessible on any devices running on Android operating systems. This platform offers apps developed by Google and outside developers.

Galaxy Store



This app installation platform is automatically accessible on any device running on a Samsung operating system. This platform mostly offers apps developed specifically by, or for, the Samsung operating system.

QR Codes

QR, or Quick Response, codes are complex barcodes that store data. This data may include web-links, links to download apps, tickets, or other information, which can be retrieved by scanning the code. While iPhones running iOS 11 or higher and Android Pixel cell phones can automatically scan QR codes, **most smartphones use downloadable apps like Google Lens and the QR Code Reader** to do so.

Now, you try it! Find and download a free QR scanner from your App store. Then, try scanning the QR Code below to access CORE Nav!

CORE Nav provides you with information on many topics about life in the United States. Some topics include learning English, employment, money management, and education.



1.2 DIGITAL LITERACY | Overview

Monitoring Data Use

While computers, cell phones, and other electronic devices with internet access have created many opportunities, they have also created new challenges and dangers. Being billed for data overages and falling prey to cyber-criminals are two common ones. Many of these issues come as a direct result of unwise and careless use of internet service. **Anyone who uses a device that connects to the internet should understand what cellular data and Wi-Fi are, how they are paid for, and how to use them safely and affordably.**

Cellular Data

When using cellular data, your device connects to the internet by sending and receiving information directly to and from cellular towers, which are maintained by Service Providers.

Cellular Service Providers offer data plans that either allow customers to pay a flat fee covering a set amount of data use over a set amount of time, or a flat fee for unlimited data use. When researching data plans, you may see an offer such as the following: two Gigabytes (GB) of coverage for \$34.99 per month. In these plans, when a user exceeds their monthly data limit, they are often billed for the extra data at a higher rate per GB. The customer can also expect to pay further overage fees for having exceeded their data limit.

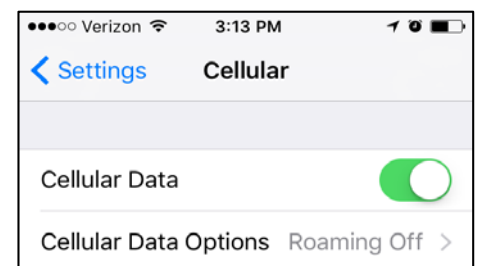
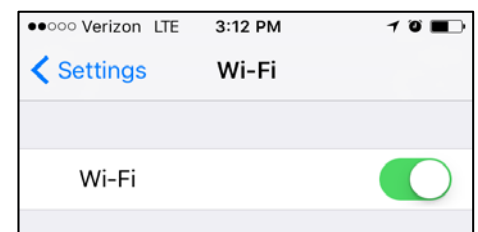
Wi-Fi

When using Wi-Fi, a device connects to the internet by sending and receiving information through the nearest router. A router is a device which physically plugs into a cable, fiber optic, or Digital Subscriber Line (DSL) network, and in turn provides wireless internet service to devices within a set radius.

Generally, Wi-Fi bandwidth is billed at a flat rate. You pay for coverage and can use it as often or as little as you need. There is no cap on your use. To set up a private Wi-Fi network in your home, you will need to buy or rent a router from an Internet Service Provider. There are many Internet Service Providers to choose from. Make sure you do your research and compare companies to find the best price! Ask your Case Manager if there are Wi-Fi discounts for low-income families that you can apply for.

On most phones and tablets, Wi-Fi and cellular settings are easily accessible. To monitor your data use, turn off your cellular data when you have access to Wi-Fi. You may also choose to turn off cellular data for specific apps. If you choose to do this, it means you will only be able to access these apps when your device is connected to Wi-Fi.

Many businesses offer free Wi-Fi to paying customers. Connecting to free public Wi-Fi allows you to access the internet without having to use expensive cellular data, but it is not as safe! **Hackers and cyber-criminals using the same free Wi-Fi network may try to access your passwords, usernames, banking information, and emails.** When safety is on the line, connect with your cellular data!



Avoiding Scams

A scam is a dishonest attempt to trick someone in a way that financially benefits the person playing the trick, at the expense of the person being tricked. It is important to understand a few common types of scams and know how to spot them.

Common Scams

Below are four examples of common scams. There are hundreds more. In general, be wary of calls, emails, or texts that make offers that are too good to be true, make threats or accusations, are full of spelling and grammatical errors, or ask for Personally Identifiable Information (PII).

Unexpected Winnings

In these scams, the person being tricked is contacted and told that they won money, goods, or services in a competition they did not enter. They are asked to send money or PII in order to claim their winnings. These winnings never come. With your PII, the person playing the trick can access your bank account and transfer your savings into their personal account.

Fake Charities

In these scams, the person being tricked is contacted by someone pretending to be a charity representative, who then asks for money. Always look up charities online to confirm their validity and only use secure donation portals to donate money.

Back-Owed Taxes

In these scams, the person being tricked is called by someone claiming to represent the Internal Revenue Service (IRS) or another government branch, threatening arrest or deportation unless a fee is paid. The IRS will never call to request PII, so do not provide yours! If you receive this type of call, look up the caller's phone number in your web search browser. This will help you learn if the number was previously reported as a scam. If you are nervous, report the incident to your Case Manager.

Sight-Unseen Job Offers

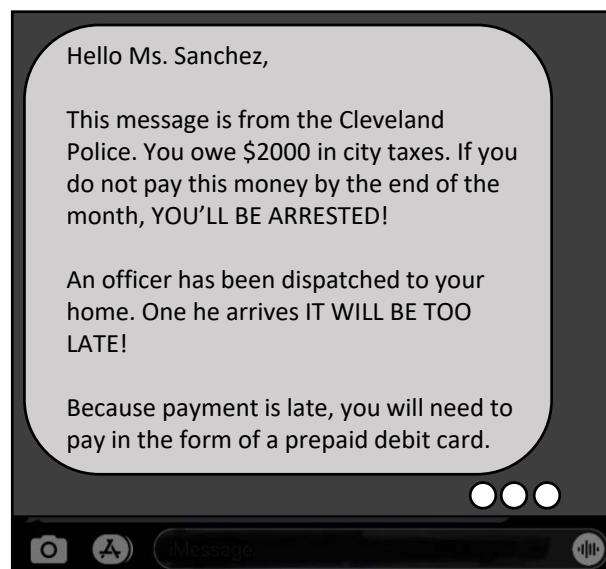
In these scams, the person being tricked is contacted by a fake company that offers them a job before they have had an in-person interview or formally applied. Never give a potential employer your PII without verifying their legitimacy first.

What Is Personally Identifiable Information?

Personally Identifiable Information (PII) is any information which could specifically identify a person. It includes, but is not limited to, the following:

- Social Security Numbers
- Full Names
- Dates of Birth
- Addresses
- Bank Account Numbers

What are some signs that this message is a scam?



- Informal tone
- Request for prepaid card

What else?

Monitoring Children

As a parent in the digital age, monitoring your children's online activity can be difficult. It is important to expose children to the internet, which will be a part of their social, educational, and professional lives. At the same time, **it is important to protect children from the harmful aspects of the internet, including cyberbullying, inappropriate content, financial exploitation, and online predators.** Parental controls and monitoring tools are essential in protecting your children.

Key Terms

New Android and iOS (Apple) software includes built in parental controls. Additional parental control apps are available for free, or purchase, on app installation platforms (*for more information on app stores, review 1.1*).

Cyberbullying

Cyberbullying is the sending, posting, or sharing of negative, harmful, or false content about someone on text messaging, apps, social media, forums, or gaming where people can view, participate, or share the content with others.

Online Predators

Online predators are adult online users that seek to exploit children by using digital technology to locate and target minors.

Content filters

These tools limit children's access to age-inappropriate content. Content filters are available on many apps, devices, and browsers.

Usage Controls

These controls limit the time that children access certain apps, the hours during which they use certain apps, and whether or not they can access apps at all.

Monitoring Tools

These tools allow parents to track the location of devices, see what children do with their devices, and learn about other aspects of their use.

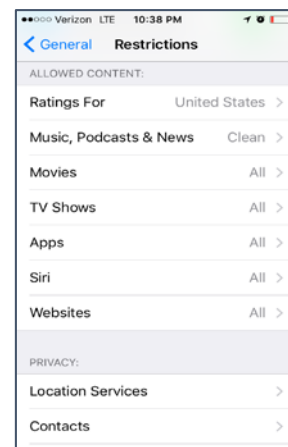
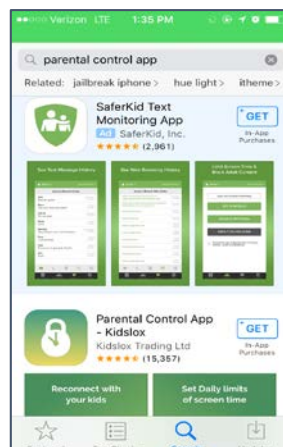
What to Look Out For

There are many ways children, and young adults, can be exploited on the internet. As a parent, understanding cyberbullying and online predators can help you prevent it.

Many apps and games feature in-app purchases. These allow children to make real financial purchases. When possible, prevent in-app purchases by updating parental control settings and avoid linking your bank information to the app store.

Violent, sexual, or otherwise inappropriate content is widely accessible on the internet. Limit your child's exposure by reviewing websites, games, and apps before allowing your children to use them.

It is possible to limit your child's exposure to harmful content, but not to completely prevent it. **Be sure to discuss internet safety with children directly.** Many of these skills will be useful in other aspects of their lives.



Managing your Digital Footprint

Your digital footprint is the electronic record of everything you do on the internet. **Every text message, email, social media post, picture, purchase, and internet search is saved forever.** There are two layers to this digital footprint. The first layer is the information that can be accessed by any internet user. The second, is the information that can be accessed by your Internet Service Provider, corporations, governments, and cyber criminals. It is important to understand how this information is collected, what can be done with it, and how to manage it.

Key Terms

Targeted Advertising

Many websites use your total digital footprint to advertise products from websites you previously visited.

Virtual Private Network (VPN)

A VPN gives you online privacy by creating a private network from a public internet connection. VPNs help prevent cyber-criminals from intercepting the data you send and receive from your device. Many internet routers have built in VPNs. Setting up a VPN may cost a small monthly fee (*for more information on routers, review 1.2*).

Private Browsing (Incognito Mode)

When you use an internet browser, it may record what you do, save passwords and financial information, and download cookies from previously visited websites. Private browsing helps prevent some of this and is especially important to use when on a public computer.

Cookies

Cookies refers to data sent from an internet browser and saved onto your computer. This allows websites to remember and record your passwords and browsing history. If a website warns you that it uses cookies, by using the website you are giving permission for it to access your total digital footprint, which may result in targeted advertising.

Your Basic Digital Footprint

Employers and landlords may search through a potential employee's or tenant's social media account to learn more about them.

If an employer found your Twitter, Facebook or Instagram account, what would they think?

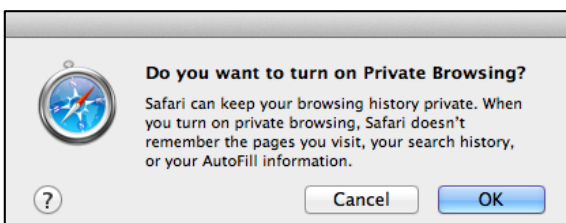
To manage your basic digital footprint, you can do two things. First, set up your preferred privacy settings on all social media accounts. Second, **only post something if you would not mind everyone seeing it.** There is always a chance they might!

Your Total Digital Footprint

It is not only what you intend to make public that shapes your digital footprint. Corporations, law enforcement, governments, and cyber-criminals collect information from internet users. **Your information can be used in many ways, from creating targeted advertisements to stealing your identity.**

In what instances may a corporation provide information on your digital footprint to law enforcement? Is it legal?

While it is legal for corporations to share your digital footprint, some companies have policies against it. You can protect your digital footprint by using a VPN service to mask your online presence, surfing on private browsing mode to prevent cookies, and by being careful what you do online!



Malware, Viruses, Virus Protection and Firewalls

There are many ways that scammers and cyber criminals can access your information. Once they access your device, or track your Personally Identifiable Information, they can open lines of credit in your name, charge purchases to your checking account, and steal money from your savings account. Viruses and malware are the primary tools used to aid criminals in these efforts.

Protect your device, and yourself, with trusted antivirus software and firewalls!

Key Terms

Malware

Malware is any form of malicious software designed to gain access to, or damage, an electronic device. It is often designed to steal money. Computer viruses are a form of malware that allow cyber-criminals to access your banking information and ruin your credit *(for more information on credit, review 4.1)*.

Computer Virus

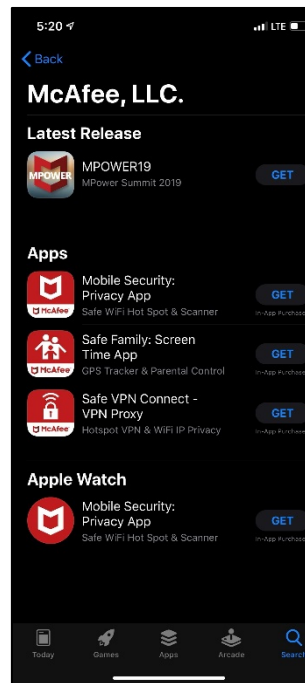
A computer virus is a malicious software, or code, meant to alter the way a device operates. Viruses can spread between connected devices, steal passwords, log keystrokes, corrupt files, spam email contacts, and even take over the device. They spread through email attachments, downloaded files and apps, and shared social media content.

Virus Protection

Several companies, like Norton, produce virus protection software. These downloadable software packages cost a monthly fee, but provide robust protection against malware and viruses.

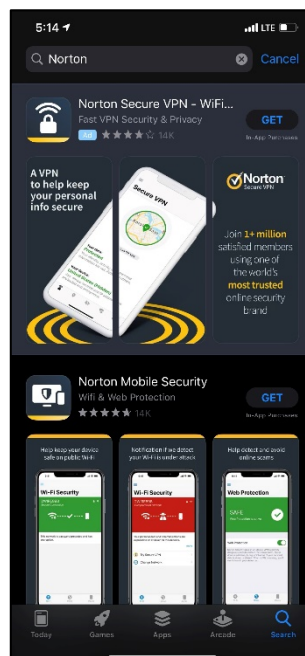
Firewall

A firewall is similar to an anti-virus software for your internet connection. It monitors and controls incoming and outgoing network traffic. It also establishes barriers between trusted internal networks and untrusted external networks.



Signs you May Have a Virus

- Frequent pop-up windows
- Changes to your homepage
- Emails sent from your account that you did not write
- Frequent computer or program crashes
- Slower than average performance
- Unknown programs on your device
- Unusual activity



How to Prevent Viruses and Malware

- Do not click on pop-up advertisements
- Use safe network connections, and do not screen share or connect computers that do not have virus protection
- Always scan files before downloading them
- Use a trusted virus protection software

Misinformation

The internet has made information readily accessible. It also allows for the rapid dissemination of information. Today, you can easily find information on current events online, but **not everything you read on the internet is true**. Whether you get your information on social media or from a news source, you should always fact-check what you read online to verify whether it is true.

Fake News

Fake news is a modern phrase that describes misinformation on social media platforms, such as Facebook and Twitter. The phrase is now commonly used by individuals and by the media. Simply put, fake news means that the information is false and has no verifiable facts, sources, or quotes. Fake news may refer to a mistake. For example, if a news source shares information that was not fact-checked, which they later learn is false. Fake news can also be false information that is shared deliberately. People may even call something fake news when it is actually true.

To those unfamiliar with the internet, many satirical, or sarcastic, media sources appear true. Information on satirical platforms is not factual. A commonly known satirical platform is the Onion – you can read this source at theonion.com.

Misinformation is not always easy to recognize. **Always use trusted and unbiased media outlets as your source of news.** You may choose to visit one of the following trusted web apps for your news: New York Times, Wall Street Journal, Washington Post, National Public Radio (NPR), Economist, New Yorker, Reuters, Atlantic, or Politico.

Ultimately, your preferred media source is your decision. Always try to read different perspectives. For example, maybe your preferred media source was listed above. If so, consider reading an international news source too, such as BBC. This will provide both a U.S. and international perspective on the news, and better allow you to form your own opinions about politics, government, and other current events.

Spotting Misinformation

There is no easy way to identify misinformation, but you can begin by taking the following steps:



- Question what you read
- Understand which platforms commonly provide misinformation
- Investigate the facts

You can also use apps, such as Reuters fact check, to spot misinformation: www.reuters.com/fact-check.



Infodemic

In March 2020, the World Health Organization (WHO) termed the misinformation found on the internet about the coronavirus pandemic an 'infodemic.' To combat the misinformation found on social media, WHO began a campaign to debunk widely circulated rumors about the coronavirus. For example, eating garlic is not proven to protect people from contracting coronavirus.



2.1 DIGITAL LITERACY | Language



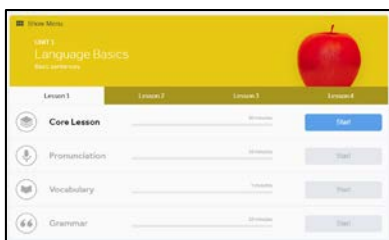
	Adjustable Language Settings
	Cell Phone, Tablet and Computer Access
	Medium Data Use
	Cost Varies

Rosetta Stone is a conversation-focused, immersive language learning program. Learners take a placement test and the results are used to develop the learner’s individualized language learning pathway. Exercises ask learners to **pair sounds and text with images, practice proper word pronunciation, and learn new grammar and vocabulary**. Rosetta Stone is a comprehensive accompaniment to in-person English Language Learning classes.



Subscription Plans and Pricing

Rosetta Stone offers tiered subscription plans for 3, 6, 12, and 24 months. Each plan has a one-time activation fee, due at the time of initial purchase, and a monthly fee. You will need to pay an additional fee to access live tutoring. Check Rosetta Stone’s website for up-to-date pricing: www.rosettastone.com/buy-english. If you buy a license, make sure you turn off auto-renewal to avoid continued billing.



Rosetta Stone offers live tutoring sessions, consisting of 25-minute small group instruction sessions led by an experienced tutor. Schedule a live tutoring session to practice your language skills in a safe setting!





KEEP IN MIND

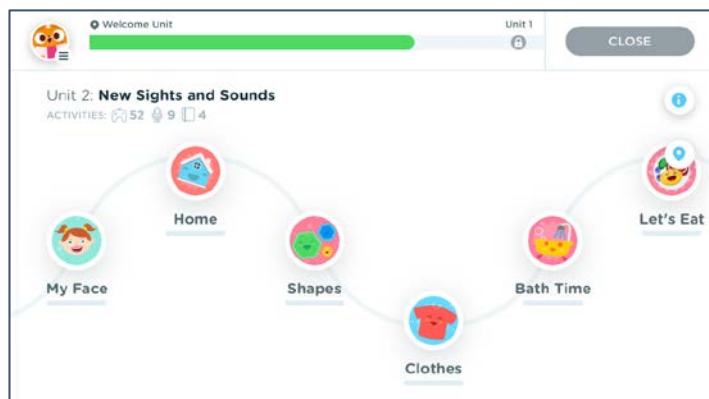
Some lessons require that you have a microphone to record your pronunciation for evaluation. You may choose to skip these lessons until you are home, and able to speak your answers out loud.

2.2 DIGITAL LITERACY | Language



	Adjustable Language Settings
	Cell Phone, Tablet and Computer Access
	Medium Data Use
	Cost Varies

Lingokids is an English Language Learning program designed for children between the ages of two and eight. Children learn English through videos and interactive activities. Lingokids sends emails to parents that monitor their child's learning. Emails include progress reports that help parents stay up-to-date on the new vocabulary and songs their children learn each week.



Subscription Plans and Pricing

Lingokids charges a monthly fee to access unlimited activities, interactive learning, videos, and parental progress updates. Lingokids unlimited also allows parents to manage their data by downloading games for offline use (*For more information on monitoring children, review 1.4*). Check Lingokid's website for up-to-date pricing: www.lingokids.com.



Free Access

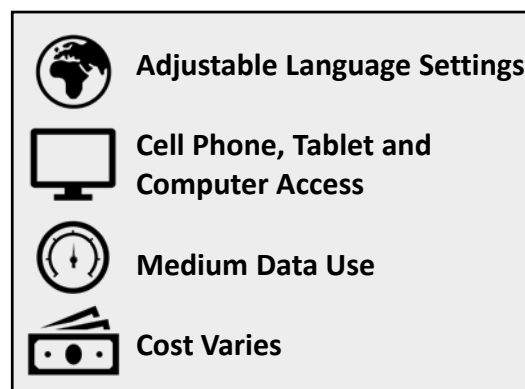
Anyone can access basic Lingokids for free. With basic Lingokids, children can access a maximum of three activities daily. Free access does not include parental progress updates or offline play.

Lingokids is a comprehensive curriculum. Children review letters, numbers, shapes, colors, and basic English vocabulary. Lingokids also offers lessons on other exciting topics, such as food, hygiene, and dinosaurs. Within these lessons, **children practice their fine motor skills by tracing letters and learn important lessons, such as remembering to brush their teeth daily!**



Be Safe

Like many subscription-based programs, Lingokids will charge a monthly fee, regardless of whether or not you use the app. To cancel a subscription, the user must contact Lingokids directly.



DuoLingo is a language learning service that offers online and app-based lessons that help language learners progress towards fluency. **There are over 90 courses offered in more than 20 languages.** DuoLingo offers both free and paid premium services.

DuoLingo Subscriptions

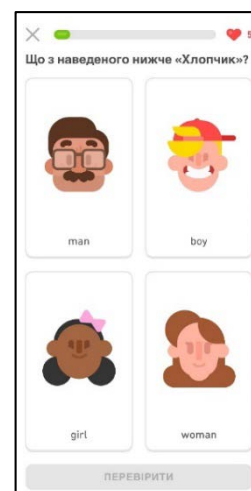
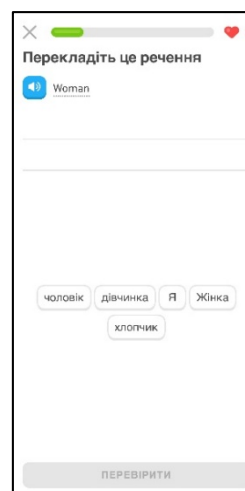
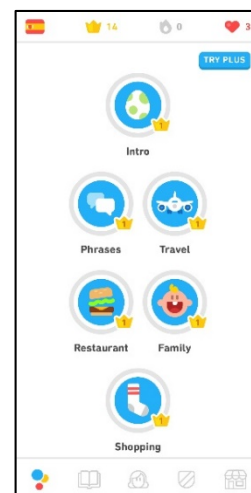
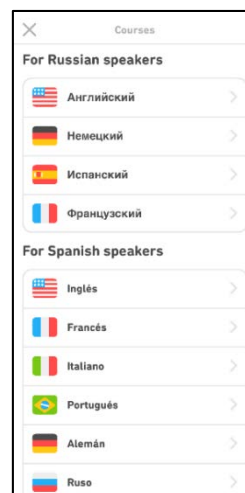
To improve your comprehension and fluency, DuoLingo language learning tools should be paired with in-class instruction. Check your preferred app store, or DuoLingo's website, for up-to-date pricing: www.duolingo.com.

Free Services – Available to All Users

- Point-based lessons, which mimic games to make language learning fun
- Skill-building lessons that teach you how to read, write, listen, and speak in English
- Available as both a web and mobile app (*for more information on app stores, review 1.1*)

Paid Services

- No in-app advertisements
- Downloadable lessons for offline learning
- Unlimited skill tests
- Monthly cost



KEEP IN MIND

DuoLingo is a fantastic accompaniment to in-class instruction and daily exposure, but it cannot replace these crucial components of learning a new language!

2.4 DIGITAL LITERACY | Language



Adjustable Language Settings



Cell Phone and Tablet Access



High Data Use



Free Access

Tarjimly is a **free translation app designed specifically for use by refugees** and aid workers. Users request to be connected to a volunteer translator in an available language. Check Tarjimly's website for a list of up-to-date language offerings: www.tarjim.ly/en. Users are then connected to a private chat, through which they can send documents, text messages and audio recordings, or connect on a video call.

Confidentiality and Standards

Even though Tarjimly is free, and all translators are volunteers, they aim to make their services accurate, confidential, and comprehensive. All volunteers go through training in standards, privacy, and ethical conduct. Any poor experience with a translator can, and should, be reported.

The **average wait time is two minutes** to connect to an interpreter. However, you may need to wait much longer for languages that have less volunteer interpreters.



Be Safe

Do not share Personally Identifiable Information (PII), such as your Social Security Number, with volunteer translators that have not been vetted by your local Resettlement Agency (*for more information on PII, review 1.3*).

2.5 DIGITAL LITERACY | Language



Adjustable Language Settings



Cell Phone, Tablet and Computer Access

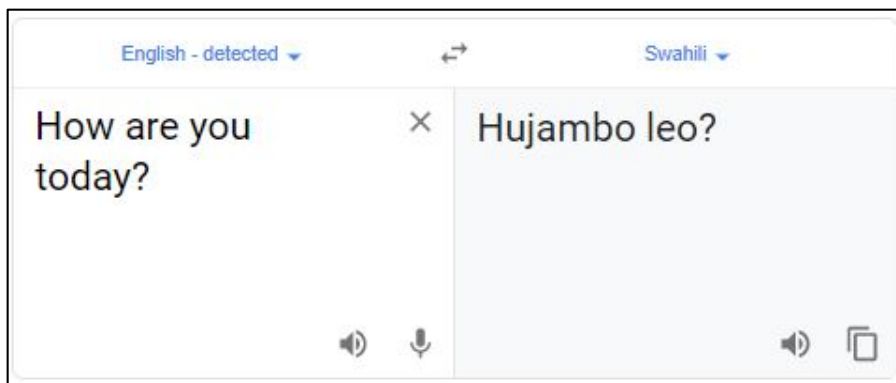


Medium Data Use



Free Access

Google Translate is a free translation service that allows users to **translate between over 100 languages**. Translation is instant, so it is a great way to understand key words and phrases when in a hurry.

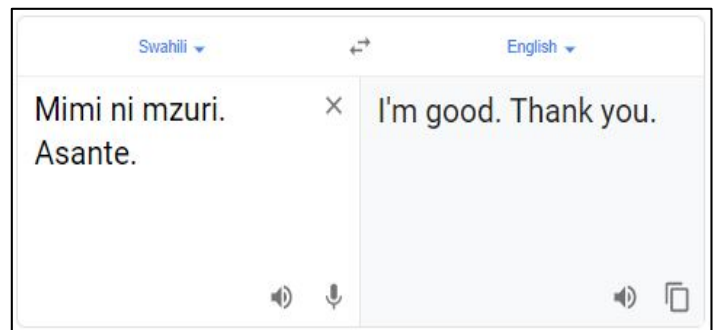


Translation

Google Translate can do more than just translate typed text. It can also translate printed text, handwritten text, and spoken words, and can automatically detect the language of some written, spoken, or visual words.

Accuracy

While Google Translate is quick and convenient, it is not a replacement for translation or interpretation by a professional. To keep translations accurate, use short and simple language. Check the accuracy by switching the original language to the translated language, and see if the meaning changes.



Under Title 4 of the Civil Rights Act of 1964, **all organizations that receive federal funding are legally required to provide interpretation**. This means that it is the responsibility of your doctor, your Case Manager, and your child's school to arrange for an in-person or telephonic interpreter when necessary!

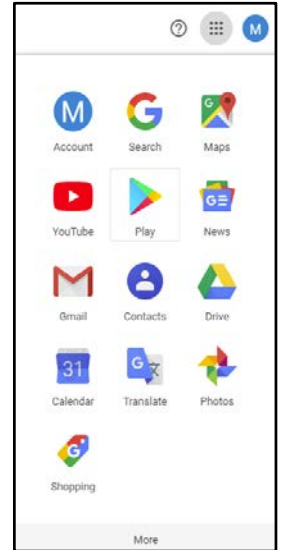


KEEP IN MIND

Translation accuracy varies greatly between languages, and it does not often identify double meanings. The shorter the text, the more accurate the translation.

G Suite

The Google Suite, or G Suite, is a collection of apps associated with your email address. When you create a Gmail, or Google e-mail account, you automatically create a G Suite account. Each G Suite app is available as both a web and mobile app. You can access the web apps on your computer by logging into your Gmail account.



Gmail is one of the most widely used email servers. Your Gmail username and password is also used to log onto your G Suite account (*for more information on Gmail, review 3.2*).

Google Drive provides cloud storage, which allows you to create and save content from any computer, anywhere, for free. Through this app, you can use Google Docs, Slides, and Sheets.



Google Calendar helps you manage your time. You can use it to remember appointments, meetings, and important deadlines, both at work and in your day-to-day life.

Google Photos allows you to save and store a limited number of photos for work and personal use online.



Google Hangouts Meet allows you to host and attend video conference calls.
Google Hangouts Chat is an instant messaging service you can use to communicate with coworkers, friends, and family (*for more information on Google Hangouts Meet and Google Hangouts Chat, review 4.4*).

3.2 DIGITAL LITERACY | Employment



-  Adjustable Language Settings
-  Cell Phone, Tablet and Computer Access
-  High Data Use
-  Free Access

It is important to have an email address. Doctors use email to reach out to patients, Department of Social Services uses it to send notices, and employers use it to communicate with candidates. **Gmail, one of the most used email servers, is easy to use, safe and free.**



Creating an Account

To create an account, open an internet search engine and type the following: [create a Gmail account](#). Click on the first link that appears. This will take you to a website where you can create an email. Remember to keep your email address professional and easy to remember.

Example Email

- ✗ T.K.577ghty@gmail.com
- ✓ Tatyana.Kravoskyy@gmail.com

Passwords

These secret words, or phrases, are used to access your email account. Generally, your password will need one upper case letter, one lower case letter, reach the required character limit, include a number, and a unique character. Your password should be something only you know but make it easy to remember.

Example Password

- ✗ Password1!
- ✓ Tk1871!

Email is more than just a way to communicate, it is a professional tool. You will use it to contact possible employers, to send resumes, and turn in job applications.

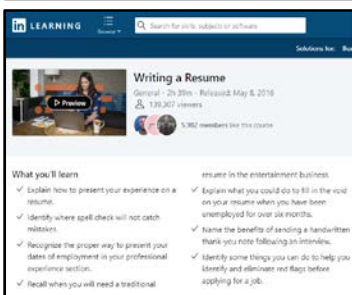


Be Safe

Do not share your password with anyone! When using a public computer, always log out of your account and watch out for email scams (*for more information on scams, review 1.3*).



LinkedIn is the largest professional social media platform. **Employers use it to advertise jobs and you can use LinkedIn to find open positions and advertise your skills.** To create a LinkedIn account on your phone, download the mobile app and follow the prompts. To start an account from a computer, visit <https://www.linkedin.com> and click “join now.”



Subscriptions

Basic LinkedIn is free, and for many, this is enough. With basic LinkedIn, you can develop your online professional identity, write posts and articles, and search and apply to jobs. You may choose to upgrade to LinkedIn Premium. There are tiers to Premium, all with a different monthly cost. Premium allows you to use the internal email system without limit and access LinkedIn Learning. LinkedIn Learning offers online courses on software, business technology, and professional skills. Check LinkedIn’s website to access a free trial, and see up-to-date pricing: <https://premium.linkedin.com>.

Do

Use correct grammar, punctuation and spelling.
Respond quickly to messages.
Use a professional photo.
List all professional skills, work experience, and education

Don't

Use informal or inappropriate language.
Post casual pictures or videos.

LinkedIn is an excellent networking tool. **Networking is the act of developing professional contacts and community.** These contacts can recommend you to employers, tell you about opportunities, and even endorse your skills.



Be Safe

LinkedIn uses sponsored InMail to deliver personalized, private messages to LinkedIn members. These messages are advertisements delivered to members’ inboxes. They solicit paid services, such as upgrading to LinkedIn Premium.

3.4 DIGITAL LITERACY | Employment



One of the hardest parts of getting a job is finding the right position to apply for. Indeed is a massive database of job openings. **You can search for and apply to jobs directly on Indeed.**

Starting an Account

Your Indeed profile can serve as an online resume. To help employers find you, list your past employment experience, education, and update your employment, location, and salary preferences. Follow this link to sign up for a free Indeed account: <https://secure.indeed.com/account/register>.

Indeed's search function helps you find jobs in your area. Use specific information to narrow your options. Begin by choosing the location where you want to work. If you cannot get there, you should not apply! Specify in your search if you want to work full-time or part-time and if you are open to teleworking, working from home. Think of the different ways someone could refer to, and advertise, any given position. **Use different words to search for jobs; you might miss something if you do not try as many phrasings as possible.**



Be Safe

It is always safer to meet potential employers in person before giving them Personally Identifiable Information (PII), such as your Social Security or bank account numbers (*for more information on PII, review 1.3*).

craigslist



Adjustable Language Settings



Cell Phone, Tablet and Computer Access



High Data Use



Free Access

Craigslist is one of the internet's largest and oldest list servers. It is **an online community market, where employers can post job opportunities, individuals sell pre-owned items, and landlords list open properties**. While Craigslist is an extremely useful source of information, it is not overseen by a professional moderator. Meaning, there is no one to prevent, flag, or remove obscene, illegal, or irrelevant posts.

Using Craigslist Safely

Craigslist is useful, but it is important to know how to avoid scams. Here are a four tips on using Craigslist for your job search while staying safe:

Cross-Check

Use Google, LinkedIn, and Indeed to cross-check a company's validity. If there is no record of the company or the opportunity, it may be a scam (*for more information on Indeed, review 3.4*).

Search For Scams

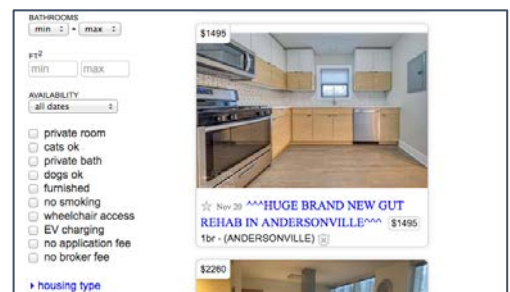
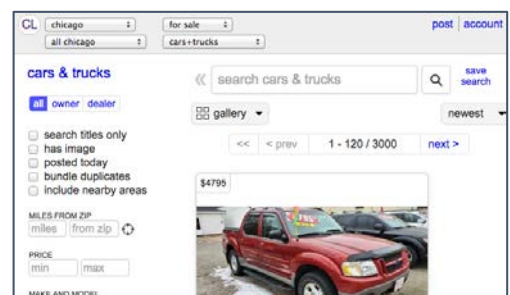
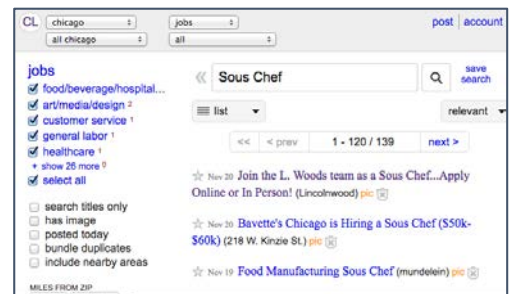
Avoid job postings with many spelling and grammar errors, as well as those that list unrealistically high salaries (*for more information on salaries, review 3.6*).

Know Your Rights

Avoid job offers that require applicants to complete extensive tasks before employment, as this may be a way to get free labor.

Do Not Provide Personally Identifiable Information (PII)

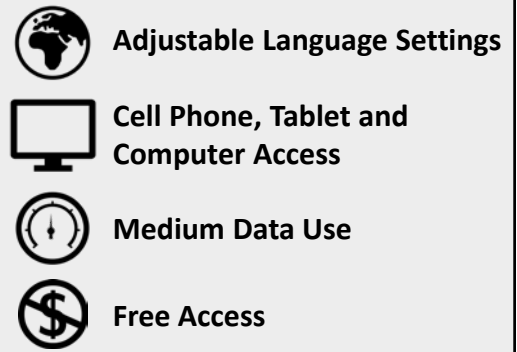
Avoid companies that ask for PII, such as Social Security Numbers, before an interview or officially hiring you.



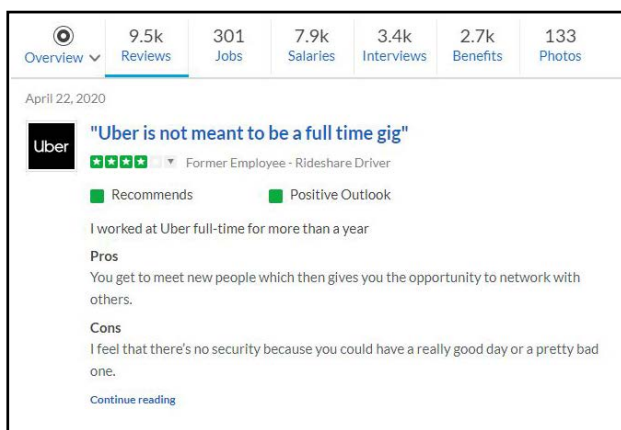
Be Safe

Craigslist is a great way to find used items, such as cars and furniture, or apartment vacancies. Be careful, though. Never buy something or rent an apartment without seeing it first!

3.6 DIGITAL LITERACY | Employment



Looking for work can be frustrating! Many employers do not post salaries for open positions, and it is hard to understand what working somewhere is like before making a commitment. **Glassdoor allows real employees to anonymously review their employers and post their salaries.** This helps job seekers decide whether or not to seek work at these companies.

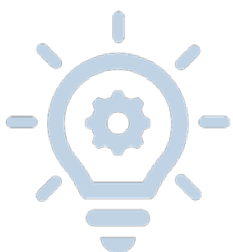
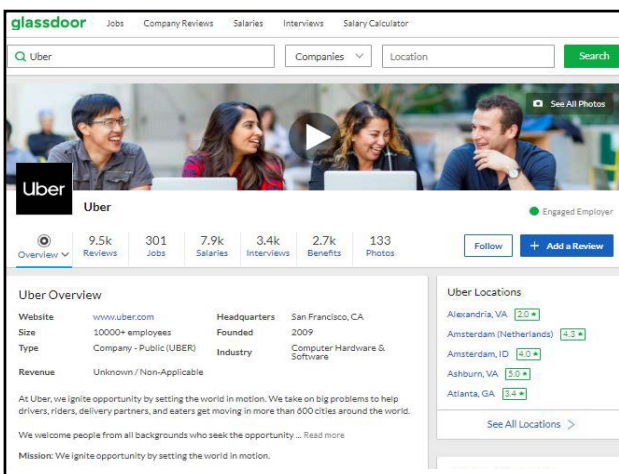


Understanding Reviews and Salaries

When reading Glassdoor reviews, as well as salary and benefit reports, understand that individual reviews may have to do with the attitudes of that individual employee and not the realities of the job. Try to read as many reviews as possible and look for general trends. If every review includes a comment on poor paid time off, then it is likely true. On the other hand, if only one review mentions it, it may not be true.

You can also use Glassdoor to prepare for interviews. If you have an interview, check Glassdoor to find the company's profile. From there, navigate to the interview tab, and read what other job seekers wrote about their interview questions. To access this information, you will need to create a free profile.

Glassdoor is also a job board that charges employers to post open positions on their website. When setting up an account, upload your resume to make submitting applications easy. Glassdoor will automatically attach your resume, but do not forget to attach a custom cover letter.







KEEP IN MIND

Glassdoor reviews are not 100% anonymous. They become part of your digital footprint (*for more information on digital footprints, review 1.5*). Be careful to not ruin an employer relationship by posting negative person-specific information on the internet!

3.7 DIGITAL LITERACY | Employment

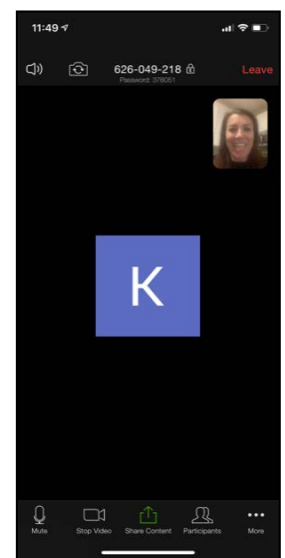
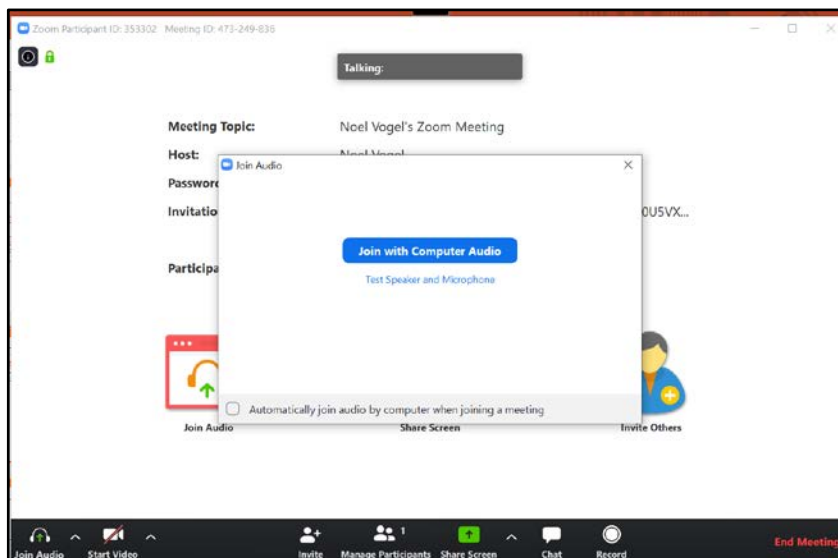


	Adjustable Language Settings
	Cell Phone, Tablet and Computer Access
	High Data Use
	Cost Varies

In your employment search, employers may ask you to join a video interview. Zoom is one of many video conferencing services that an employer may use. Oftentimes, a video interview is requested when the company pre-screens your application or when they are unable to host you in their office for an in-person interview, due to scheduling conflicts such as work-related travel.

Getting Started

When planning to join a video call, you will likely receive a meeting invitation beforehand. In that invitation, you will find information on which platform you will use. Visit the app store to download and test the platform before the interview.



When preparing for a video interview, do everything you would for an in-person interview. This includes wearing head-to-toe professional clothing. Before the video interview, find a quiet place to talk and let family members or roommates know that you will be on an important call. **Sign in early, make sure you have a stable Wi-Fi connection, and leave yourself enough time to troubleshoot any technology issues.** It is always a good idea to practice using the app before the interview. To familiarize yourself with video conferencing, practice using the software with your Case Manager, a volunteer, or a friend. You should also review [HIAS' Virtual Communications Guide](#) for step-by-step instruction on logging into and setting up a Zoom meeting.



BE SAFE

Zoom has both free and paid services. When using Zoom's free service, cyber criminals can hack meetings and stream inappropriate content. You can prevent hacking by using meeting passwords and by not posting meeting links on public websites or social media platforms.

3.8 DIGITAL LITERACY | Employment



Available in Spanish and English



Cell Phone, Tablet and Computer Access



High Data Use

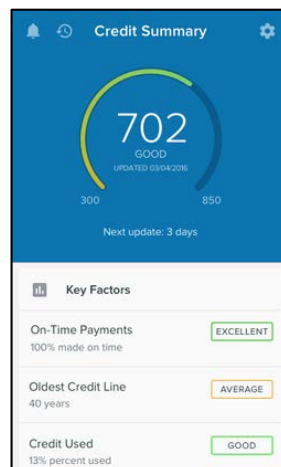


Free Access

Capital One CreditWise is a credit monitoring service that provides users with a weekly credit summary. CreditWise is free to use, even if you do not have an account or line of credit open with Capital One Bank.

Credit Score

This number is a rough evaluation of your financial trustworthiness. The higher your credit score, the more you can be trusted to pay back money you borrow. Good credit is essential for buying a home, renting an apartment, buying a car, and even finding work.



Good Scores

Average credit scores fall between 600 and 750. A credit score above 700 is generally considered good, and over 800 is considered excellent.

Bad Scores

Credit scores below 600 may cause an individual to face obstacles when trying to take out a line of credit, loan, or mortgage from a bank.

CreditWise offers several useful features and tools. **CreditWise notifies you every time there is a significant change in your credit score, which helps prevent credit fraud and identity theft** (for more information on scams, review 1.3). Use CreditWise to track multiple lines of credit to see what you have available and what you owe. The CreditWise credit simulator allows you to predict what effect financial decisions may have on your credit.

Credit

After completing Financial Literacy training, open a credit card to establish good credit (for more information on Financial Literacy, review 4.2). Your credit limit is the amount you can borrow at any given time. You must make monthly minimum payments on all purchases charged to your credit card. However, if you pay the total amount you owe each month, your balance, you will not owe interest.

Interest

Interest is the fee you pay for the convenience of borrowing money. The amount owed is calculated as a percentage of what you borrowed. All loans need to be paid back with interest. The longer it takes you to pay, the more you will owe.



Be Safe

To access Capital One CreditWise, you will need to provide your Social Security Number. While it is both safe and necessary in this case, always be cautious and research any app, program, or company asking for this information.

4.1 DIGITAL LITERACY | Education



Adjustable Language Settings



Cell Phone, Tablet and
Computer Access



Medium Data Use



Cost Varies

World Education Services (WES) provides low-cost credential evaluations to students and professionals as they enter the American job market or education system. **Many degrees and certifications received abroad are not automatically recognized by American institutions.** You will need to have them examined and certified.

WES
WORLD EDUCATION SERVICES

A document-by-document report is typically required for freshman admission to universities, employment, and immigration.

CREDENTIAL EVALUATION AND AUTHENTICATION REPORT

Name: SAMPLE, Sample
Date of Birth: Month 01, 1993
Date: September 29, 2017
Ref #:
Page: 1 of 1

U.S. EQUIVALENCY SUMMARY

Bachelor's degree from a regionally accredited institution

CREDENTIAL ANALYSIS

1. Name On Credential: Sample
Country: India
Credential: Bachelor of Technology
Year: 2015
Awarded by: Anna University
Status: Accredited Institution
Admission requirements: High school graduation
Length of program: Four years
Major/Specialization: Chemical Engineering
U.S. Equivalency: Bachelor's degree

This report identifies and describes each credential, including: name of the credential, requirements for entry and program length, and the equivalent in terms of U.S. education.

This report highlights the U.S. equivalency of your credential.

INSTRUCTIONS FOR USING THIS REPORT: An explanation of the terms used in this report can be found on the reverse side. This report is valid only when printed on watermarked paper and sealed with an official WES stamp on each page.

Paid Services

Pricing depends on the service needed. Document-by-Document evaluation provides the U.S. equivalent of the examined document. This affordable option is good for translating and certifying individual documents for use in college applications and for immigration purposes.

Course-by-Course evaluation is more intensive. It provides a translated Grade Point Average (GPA) and a U.S. class list equivalent. This is a good option if you have a graduate degree. Check WES' website for up-to-date pricing:

www.wes.org.

Free Services





WES provides useful free tools. You can get rough GPA calculations and unofficial Degree Equivalency reports for free. You can also search for scholarships to help pay for your courses.



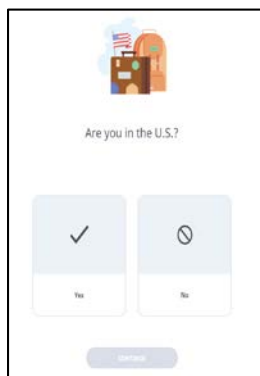
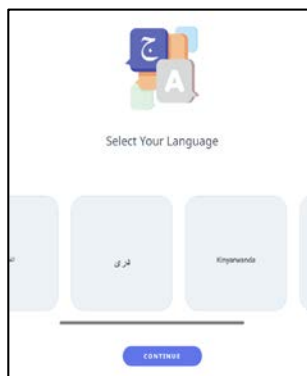
KEEP IN MIND

In the U.S., certifications are not recognized from all academic institutions. Before beginning the process, use WES' required documents tool to find out if you hold a degree from a recognized university. For document verification, WES requires that certifications are issued in or translated into English by a certified professional. Also, academic transcripts must be mailed to WES in a sealed envelope signed by the university. Do not pay for services until you have confirmed that you can complete all these required steps.



-  Adjustable Language Settings
-  Cell Phone, Tablet and Computer Access
-  Medium Data Use
-  Free Access

To adapt to a new country, you need the right knowledge, skills, and attitude. **SettleIn is your one-stop Cultural Orientation guide to life in the United States.**

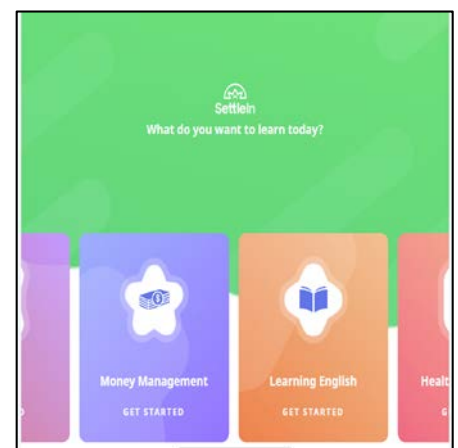
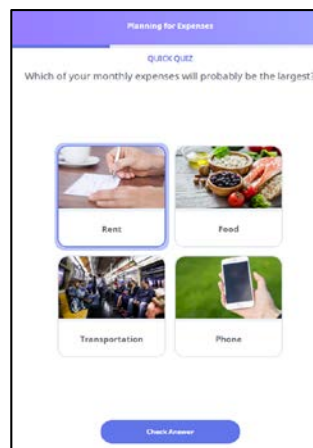


Starting an Account

SettleIn is available as a mobile app. It can also be accessed as a web app at: <https://desktop.settlein.app/>. Once logged on, select the language you want to learn in, indicate that you are living in the U.S., and get started! Check the web app to get up-to-date information on available interface languages.

Cultural Orientation Topics

- Resettlement Basics
- Your Resettlement Agency
- Housing
- Money Management
- Learning English
- Health and Hygiene
- Education
- Transportation
- Community Services



To ensure you know all you need to about important aspects of your resettlement, after each lesson is completed, you will be tested on what you learned. **SettleIn is an excellent resource for Cultural Orientation, but it is no replacement for direct instruction from local Resettlement Agency staff.** In class, you are able to ask questions and learn more about local topics.



KEEP IN MIND

The SettleIn app only uses data when you download each lesson plan. To avoid data costs, download all lesson plans when connected to Wi-Fi (*for more information on monitoring data use, review 1.2*).



Adjustable Language Settings



Cell Phone, Tablet and Computer Access

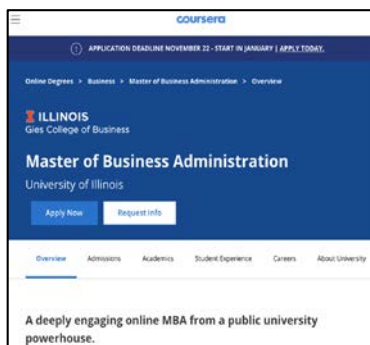


Medium Data Use



Cost Varies

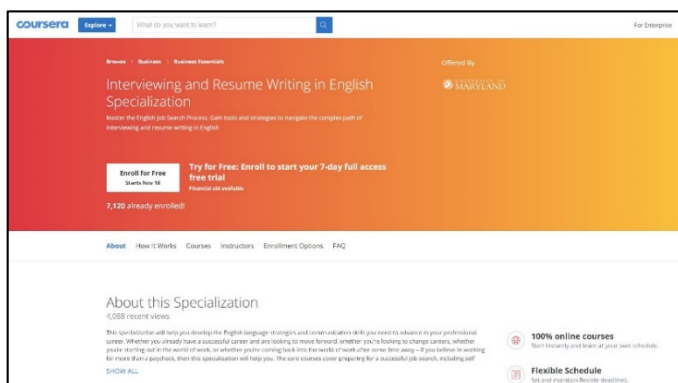
Coursera is a leading provider for online learning. Courses are often offered as pre-recorded videos, and are accompanied by online readings, assignments, problem sets, quizzes, and tests. **Coursera offers over 2,500 courses, many of which are free.** It also provides learners with courses that help them develop important professional skills.



Paid Courses

Coursera users can enroll in specializations, multi-course certificate programs. These programs may last between three weeks and three months, can be paid for in full or through course-by-course installments, and usually end with the completion of a personal project. Users can also, if admitted, pursue bachelor or master degrees delivered jointly by Coursera and partnering universities.

Coursera for Refugees launched in 2016. **If you are a refugee, you are eligible to apply for financial assistance for any course.** The review process can take up to 15 days. Visit Coursera's website to review the course catalogue: www.coursera.org/refugees/for-refugee.learners.



Free Courses

Coursera users should explore free courses. While a majority of courses are available in English, some courses are available in Spanish, French, and Arabic too. Courses teach both soft skills, such as interviewing and resume writing, and hard skills, such as learning to use popular Web 2.0 tools, like G Suite (*for more information on G Suite, review 3.1*).



KEEP IN MIND

While Coursera can help you build valuable skills and Coursera Specialization Certificates can be an excellent way to prove your knowledge on a topic to potential employers, these courses do not often transfer as credit for conventional academic institutions.

4.4 DIGITAL LITERACY | Education



Available in Spanish and English



Cell Phone, Tablet and Computer Access



High Data Use



Free Access

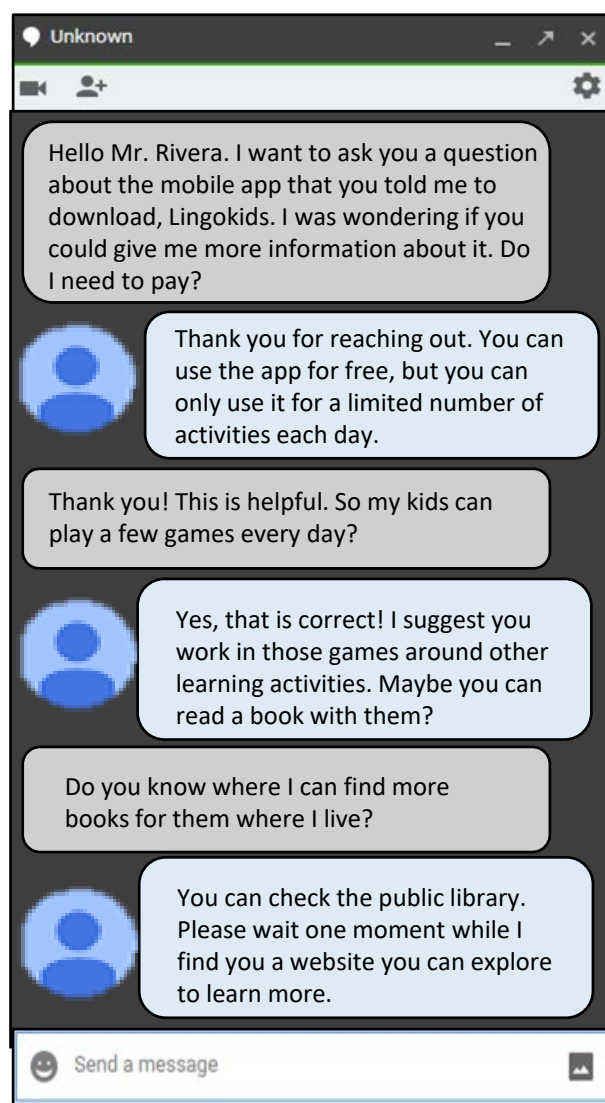
Google Hangouts is an online communication suite provided by Google. It is composed of two apps, Google Hangouts Meet and Google Hangouts Chat. **You can use Google Hangouts to communicate with coworkers, family, and friends through group chats and calls.**

Google Hangouts Meet

This service allows for group video calls for up to 10 participants. Callers can join through a dial-in phone number or through the app. The app also allows the person who began the call to share their screen.

Google Hangouts Chat

This service allows for group messaging with up to 150 participants. These chats can be accessed through the web or mobile app. All participants can share pictures, links, and documents through the chat, allowing for the quick exchange of important information.



KEEP IN MIND

Google Hangouts Meet and Chat do not offer end-to-end encryption. End-to-end encryption ensures that no one beside you and the person you are talking to can decipher the messages. When using these apps, you give Google access to all of your messages (*for more information on managing your digital footprint, refer to 1.5*).

Disclaimer

The inclusion of apps in this toolkit does not represent HIAS' endorsement of those particular services.

Illustration Citation

All app logos were taken from app stores, and all in-app images are screenshots taken during the use of each app referenced in this toolkit.

DIGITAL LITERACY TOOLKIT