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Digital Skills Course Overview

This collection of courses helps learners to build knowledge around using and problem-solving with digital tools in different areas of daily life, as well as develop strategies to find, use, and analyze reliable information from the internet and social media.

- Courses available in English, Spanish, and for English Language Learners
- Learners can take Course 1 to learn foundational digital skills, then do Course 2, 3, 4, 5, 6 or 7 in any order!
- Each unit is a collection of short lessons that are 3 minutes or fewer. Units usually take an hour or less to complete
- Designed with reference to national and international digital skills frameworks competencies (*Northstar, Essential Digital Skills UK, Google, GSMA Mobile Internet Skills Toolkit, TCALL: Texas A&M*)

Course 1: Introduction to Digital Skills

Unit 1: How to Sign Up for Email - English, Spanish, English Language Learners (ELL)

Learn how to create an email account and a strong password.

Unit 2: How to Download an App - English, Spanish, ELL

Learn how to find and download apps, and troubleshoot a forgotten password.

Unit 3: How to Navigate the Internet - English, Spanish, ELL

Learn how to do a quick online search using a web browser.

Unit 4: Using Links to Connect to the Internet - English, Spanish, ELL

Learn when and how to click on links to do tasks online, like joining a meeting with a child's teacher.

Unit 5: Finding Information Online - English, Spanish, ELL

Learn a five-step process to improve online search results and get the type of information you need faster.

Course 2: Work

Unit 1: How to Use a Job Search Website - English, Spanish, ELL

Get started with a popular job search website. Learn how to quickly find the best job postings for you.

Unit 2: How to Fill Out an Online Job Application - English, Spanish, ELL



Look at different examples of online applications and troubleshoot common issues with online forms.

Unit 3: How to Use and Manage Your Email Inbox - English, Spanish, ELL

Explore tips for sending and receiving emails, and using your email inbox during the job search.

Unit 4: Intro to Google Docs- English, Spanish, ELL

Get started with word processing with a free tool. Learn how to get to, create, edit, and save a document, and the basics of document organization.

Unit 5: How to Use Google Docs Templates to Create a Resume- English, Spanish, ELL

Learn how to create and customize a resume with Google Docs by using features such as: cut, copy and paste, undo and redo, font styles, and more.

Unit 6: - Intro to Google Sheets- English, Spanish, ELL

Learn how to create a spreadsheet for making lists, budgeting, and more. Get started using features such as: merging and formatting cells and adding a formula.

Unit 7: Intro to Google Slides- English, Spanish, ELL

Learn how to create and customize a slideshow for presentations by changing themes, adding text boxes, duplicating slides, and more.

Unit 8: How to Send Your Google Files in an Email - English, Spanish, ELL

How can you share your professional or personal work with others? Learn how to add your work as an attachment or a link to your email, and safety tips for sending and opening attachments in email.

Course 3: Health and Social Services

Unit 1: How to Find and Use Information on a Portal - English, Spanish, ELL

Learn how and why to use a website for a doctor, agency, or school.

Unit 2: Finding Reliable Health Information - English, Spanish, ELL

How can you tell what to trust when you're looking at health information? Learn strategies for verifying information you read and determining trustworthiness of health websites, apps, and social media posts.

Unit 3: Accessing Electronic Personal Health Records- English, Spanish, ELL

You have a right to obtain your health records. Learn how to find and keep electronic records of your healthcare.

Course 4: Online Banking

Unit 1: Online Banking Uses and Benefits - English, Spanish, ELL



Learn how to safely bank online, including how to securely send money and check your account balance.

Course 5: Social Media

Unit 1: Intro to Social Media - English, Spanish, ELL

Learn about popular social media apps and their essential features, such as: DMs, public posts, and profiles.

Unit 2: Privacy and Social Media - English, Spanish, ELL

Learn tips to keep you and your family safe online, including how to change privacy settings on social media.

Unit 3: Social Media and Mental Health - English, Spanish, ELL

Learn about how cyberbullying, bad news, and comparisons on social media can impact mental health. Explore ways you can protect yourself and your loved ones.

Unit 4: Identifying Red Flags on Social Media- English, Spanish, ELL

How can you tell what to trust, when to check another source, or when to just ignore something you see on social media? Learn strategies for verifying the information you read to keep safe online.

Course 6: How to Use a Computer Mouse

Unit 1: How to Use a Mouse- English, Spanish

Learn functions of the left click, right click, and how to click and drag using a cursor or mouse.

Course 7: Problem-Solving Tech Issues

Unit 1: What do I do if my computer freezes? - English, Spanish

Troubleshoot a computer freeze by reviewing how to exit a program.

Unit 2: What do I do if my window disappears? - English, Spanish

Troubleshoot a disappearing window by reviewing how to navigate between windows and tabs.

Unit 3: What do I do if I forget my password?- English, Spanish

Troubleshoot a forgotten password, learn security questions best practices, and how to use password managers.

Unit 4: What do I do if I lose WiFi or internet connection?- English, Spanish

Troubleshoot WiFi connection issues by reviewing how to check your connection and using airplane mode.