



Digital Confidence Starter Kit

Your First Steps Toward a More Connected, Confident You

Simple. Friendly. At Your Own Pace.

Designed especially for adults who are new to technology
no experience needed, no jargon, no rush.

 **Congratulations on taking the first step you've already done something amazing!**

Inside this kit you'll find:

- ☒ Essential digital skills
- ☒ Quick wins to try today
- ☒ A safety checklist
- ☒ Plain-English tech glossary
- ☒ Help & support guidance

Section 1 A Warm Welcome from Canap Digital Learning

Hello, and welcome! We are so glad you're here. 

We know that technology can sometimes feel overwhelming, confusing, or even a little intimidating and that is completely okay. You are not alone. Many adults feel the same way when they first start out, and there is absolutely no shame in being at the beginning of your digital journey.

The truth is that technology doesn't have to be complicated. With the right guidance, a little patience, and some encouragement, anyone can build digital confidence including you.

What Is This Starter Kit?

This Digital Confidence Starter Kit was created specifically for people who are new to technology or who want to feel more comfortable and in control online. Think of it as your friendly, judgment-free guide to getting started.

Here's what you'll find inside:

-  **5 Essential Digital Skills** the building blocks every beginner needs
-  **5 Quick Wins** simple tasks you can complete today to build momentum
-  Digital **Safety Checklist** how to stay safe and protected online
-  Mini **Tech Glossary** plain-English explanations of common tech words
-  **When & How to Ask for Help** because asking is always the smart choice
-  Your **Next Steps** how Canap Digital Learning can support you going forward

Our Promise to You

We will never use confusing language. We will never rush you. We will never make you feel silly for asking a question. Every step of the way, we are right here beside you cheering you on.

Take this kit at your own pace. Read one section at a time, take breaks whenever you need to, and come back to any part that you'd like to revisit. There is no test, no deadline, and no wrong way to learn.

You belong in the digital world, and we are here to help you find your place in it. 

With warmth and support,

The Canap Digital Learning Team 

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Section 2 5 Essential Digital Skills Every Beginner Should Know

These five skills are the foundation of digital life. Master these and you'll be able to do so much more don't worry if they take a little practice. Every expert was once a beginner! 😊

Skill 1 Turning Devices On/Off & Basic Navigation

Every digital journey starts with knowing how to power your device on and off, and how to move around its screen. This includes using a mouse (on a computer), tapping a touchscreen (on a phone or tablet), and getting familiar with basic keyboard keys like Enter, Backspace, and the Space bar.

Why it matters: Knowing how to control your device gives you confidence and independence from the very first moment you switch it on.

✦ **Tip:** Don't be afraid to tap and explore! You can't break anything just by looking around your screen.

Skill 2 Connecting to the Internet (Wi-Fi)

Wi-Fi is the invisible wireless signal that connects your device to the internet like a radio signal, but for data. To connect, you go to your device's settings, choose your home Wi-Fi network name, and enter your Wi-Fi password. Once connected, your device will remember it automatically.

Why it matters: Without internet, most digital tools don't work. Knowing how to connect means you're ready to explore the online world safely from home.

✦ **Tip:** Your internet provider (e.g., Rogers, Bell) can usually give you a card with your Wi-Fi name and password to keep handy.

Skill 3 Sending and Receiving Emails

Email lets you send written messages to anyone in the world instantly for free! You'll need an email account (like Gmail or Outlook), and then you can type a message, add the recipient's email address, and press send. Emails you receive appear in your 'inbox' automatically.

Why it matters: Email is used for everything from staying in touch with family to receiving important documents and information from services you use.

✦ **Tip:** Think of email like writing a letter — just much faster and without needing a stamp!

Skill 4 Searching the Web Safely

A search engine (like Google) lets you find almost any information online by simply typing a question or topic. Type your question, press Enter, and a list of helpful websites appears. Learning to choose reliable, trustworthy websites is an important part of searching safely.

Why it matters: The internet is like a giant library knowing how to search helps you find answers, news, recipes, health information, and more, quickly, and easily.

✦ **Tip:** You can search in plain language just type what you'd say out loud, like "how do I make tea" or "weather in Toronto today."

Skill 5 Using Video Calls to Stay Connected

Video calling apps like FaceTime, Zoom, or WhatsApp allow you to see and hear family and friends on your screen in real time no matter where they are in the world. You just tap their name, press the video icon, and wave hello!

Why it matters: Video calls bring people together across any distance, helping you stay close with loved ones and reducing feelings of isolation.

✦ **Tip:** A good first call with family is only a few minutes long. There's no pressure it will feel more natural every time!

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Section 3 5 Quick Wins: Things You Can Do Today!

Building digital confidence is all about small victories! Each of these tasks takes just a few minutes and will give you an instant boost of accomplishment. Tick them off as you go! 🎉

Quick Win 1 Change Your Device Wallpaper / Background Photo

Did you know you can personalise your phone or computer screen with any photo you love a pet, a grandchild, a favourite place? Go to your device's **Settings**, find '**Wallpaper**' or '**Background**,' and choose an image. That's it!

 **Takes about:** 5 minutes.

✦ You'll love seeing your favourite photo every time you use your device it makes it feel truly yours!

❑ Quick Win 2 Set Up a Strong, Easy-to-Remember Password

A great password is at least eight characters long and mixes letters, numbers, and a symbol. Try using a short phrase you'll remember like 'BlueSky2026!' rather than your name or birthday. If it is a phrase, you will remember there is no need to write it down where someone might see it. But if you must write it down, be sure to do so somewhere safe at home that only you know about.

 **Takes about:** 5–10 minutes.

 A strong password is your first line of defence online and you just set one up. That's brilliant!

❑ Quick Win 3 Bookmark a Favourite Website

When you find a website you like, save it so you can find it again in one click! In your browser (Chrome, Safari, Edge), look for a star icon  or the word 'Bookmark' in the menu. Click it, and the website is saved for easy access anytime.

 **Takes about:** 2 minutes.

 No more trying to remember long website addresses your favourites are just a click away now!

❑ Quick Win 4 Send a "Thinking of You" Email or Text to a Family Member

Open your email app or messages on your phone, type a warm note to someone you care about even just "Hi! Thinking of you today. Hope you're well! ” and press send. It really is that simple, and it will make their day!

 **Takes about:** 5 minutes.

✿ You just used technology to spread kindness. That's what it's all about!

❏ Quick Win 5 Watch a 5-Minute How-To Video on YouTube

YouTube is a free video website with helpful tutorials on almost any topic. Go to www.youtube.com, type something you'd like to learn in the search bar (e.g., "how to send an email" or "beginner tablet tips"), and press Enter. Choose a short video and press Play!

 **Takes about:** 5–10 minutes.

✿ You've just discovered one of the best free learning tools in the world. Welcome to YouTube!

Did you complete any of these?

Every task you complete no matter how small real progress is. You are doing something wonderful for yourself. Keep going!

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Section 4 Stay Safe Online: Your Digital Safety Checklist

The internet is a wonderful place and just like in everyday life, a few simple habits help you stay safe and protected. These tips are not meant to worry you; they're here to empower you. Knowledge is your best protection! 

❑ Use a strong, unique password for each account.

Avoid using the same password for your email, banking, and social media. A different password for each keeps you much safer.

❑ Never share your password with anyone.

This includes over the phone, by email, or even with people you trust. Legitimate companies will never ask for your password.

❑ Look for the padlock icon before entering personal information.

Check the top of your browser for a small padlock symbol it means the website is secure. Never enter card details on a page without it.

❑ Be cautious of emails asking for personal information.

This is called "phishing." If an email asks for your bank details, password, or personal info even if it looks official do not respond. Contact the company directly using their official website instead.

❑ Keep your device software updated.

Updates fix security weaknesses. When your phone or computer asks you to update, it's a good idea to do so it's keeping you safer.

❑ Only download apps from official app stores.

Use the Apple App Store (iPhone/iPad) or Google Play Store (Android) to download apps. Avoid downloading anything from websites you don't fully trust or recognize.

❑ Log out of accounts when using shared or public computers.

If you use a computer at a library or café, always log out when you're done especially from email and banking sites.

❑ Back up your important photos and documents regularly.

Backing up means saving a copy somewhere safe like an external drive or the Cloud. That way, if something goes wrong with your device, you won't lose precious memories.

❑ **Use trusted Wi-Fi networks avoid public Wi-Fi for banking.**

Coffee shop or shopping centre Wi-Fi is fine for general browsing but do your banking or bill payments on your secure home network instead.

❑ **If something feels wrong online stop, don't click, and ask for help.**

Your instincts are usually right. If a message, pop-up, or website makes you feel uncomfortable or suspicious, close it and ask someone you trust.

 Remember: You Are Always in Control

When in doubt don't click! It is always better to pause and ask for help than to click something you're not sure about. No legitimate company will ever pressure you to act immediately.

 A Note on Scams

If you ever receive a call, email, or message saying your computer has a virus, your bank account is in danger, or you owe money and you weren't expecting it treat it as suspicious. Call your bank or family member directly to check before taking any action.

Section 5 Tech Talk Made Simple: A Mini Glossary

Don't let confusing words stop you! Here are plain-English definitions for common tech terms you'll come across. Refer to this page anytime you hear a word you don't recognise. 😊

Browser

The app you use to explore the internet like Chrome, Safari, or Microsoft Edge. Think of it as the 'window' through which you see the web.

Wi-Fi

A wireless internet connection available in your home, cafés, libraries, and many public spaces. It allows your device to connect to the internet without any cables.

Password

A secret code made up of letters, numbers, and symbols that protects your online accounts from being accessed by anyone else.

Email

Electronic messages sent and received over the internet like letters, but instant and free! You need an email address (e.g., yourname@gmail.com) to send and receive them.

App

Short for "application" a program or tool you use on your phone, tablet, or computer. Examples include weather apps, banking apps, and games.

Cloud

Storage space on the internet where your files, photos, and documents are saved securely not just on your device. Examples include iCloud (Apple) and Google Drive.

Download

Saving something from the internet to your device like saving a photo, an app, or a document so you can use it anytime, even without the internet.

Update

Installing the latest, safest version of a program or app. Updates fix problems and improve security when your device suggests one, it's usually a good idea to accept.

Search Engine

A tool (like Google or Bing) that helps you find information online. Type a question or topic, press Enter, and it shows you a list of relevant websites and answers.

Spam

Unwanted or suspicious emails you didn't ask for often advertisements or scam attempts. Most email services filter these into a "Spam" or "Junk" folder automatically.

Log In / Sign In

Entering your email address and password to access your account on a website or app like unlocking a door with your personal key.

Virus

Harmful software that can damage or slow down your device or steal your information. Keep your software updated and only download from trusted sources to stay protected!

 **Heard a word that isn't here?** Don't hesitate to ask! Reach out to us at **canap-learning@outlook.com** or bring any tech word to one of our sessions. No question is ever too basic we love explaining things in plain English.

Section 6 It's Okay to Ask for Help Here's When & How

Asking for help is not a sign of weakness it is one of the smartest things you can do! Even the most experienced tech users ask for help regularly. The digital world is always changing, and no one knows everything. 💖

Signs You Might Need a Little Help

- Your device is running very slowly, freezing, or not responding the way it normally does.
- You've received an unexpected message, pop-up, or email asking for money, passwords, or personal information.
- You're not sure whether a website, email, or link is safe to click or trust.
- Something unexpected has appeared on your screen a new programme, an unfamiliar icon, or a sudden change you didn't make yourself.
- You feel confused, frustrated, or anxious about something on your device. That's a completely normal, perfectly valid signal to pause and reach out don't push through alone!

☒ **Remember:** Pausing is always the right move. If you're unsure, the safest thing to do is stop what you're doing, close any suspicious windows, and ask someone you trust before continuing. You are always in control.

Where to Get Help

A Trusted Family Member or Friend

Someone close to you who is comfortable with technology is often your quickest and most reassuring first port of call. Don't be shy most people love helping someone they care about!

Your Local Library

Many public libraries offer free digital help sessions, one-on-one computer assistance, and beginner workshops. In Toronto and across Canada, these are a fantastic, no-cost resource. Simply ask at your local branch!

Canap Digital Learning We Are Here for You!

This is exactly what we do! Whether you need a full beginner course, a one-on-one support session, or just a friendly voice to answer a quick question our team is here, patient, and ready to help. No question is ever too small or too basic for us.

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Official Device Support Pages

The makers of your device provide free online help and support guides:

- Apple **Support** (iPhone, iPad, Mac) support.apple.com
- Microsoft **Support** (Windows PC) support.microsoft.com
- Google **Help** (Android, Chromebook) support.google.com

♥ Canap Digital Learning is here for you every step of the way. No question is too small. No problem is too big. You never have to figure this out alone we are just a message or phone call away, and we are always, always glad to hear from you.

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Section 7 Ready to Keep Growing? We're Here for You!

 **Congratulations you've completed the Digital Confidence Starter Kit!** That's a real achievement, and you should be proud. By working through this kit, you've taken meaningful steps toward becoming more confident, safe, and connected in the digital world. This is just the beginning of an exciting journey and the best part. You don't have to take the next steps alone.

What Canap Digital Learning Offers

-  Friendly **beginner and intermediate courses** structured, easy-to-follow, and completely jargon-free
-  Patient, **encouraging instructors** who love what they do and genuinely care about your progress
-  A **warm, supportive community** of learners just like you, at every stage of their digital journey
-  **At-your-own-pace learning** no rushing, no pressure, no deadlines. You set the speed.
-  **One-on-one support sessions** personal help when you need it most

Your Next Steps

 www.canaplearning.ca

Step 1 Email Us with Any Questions

Have a question? Curious about a course? Just want to say hello? Drop us a message no question is too small, and we'd love to hear from you.

 canap-learning@outlook.com

Step 3 Book a FREE 15-Minute Discovery Call

Chat with a member of our friendly team completely free, no commitment required. We'll listen to what you'd like to learn, answer your questions, and suggest the perfect next step for you.

 Book at www.canaplearning.ca

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