



Being a Good Digital Citizen!

An Online Safety Presentation for
Children in Grades 3-5



NetSmartz Workshop

A program of the

NATIONAL
CENTER FOR
**MISSING &
EXPLOITED**
CHILDREN®

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PRESENTER'S GUIDE

Part I: Presentation Overview

About NetSmartz

NetSmartz® Workshop is an educational program that teaches children ages 5-17 about online safety and digital citizenship. NetSmartz offers free, age-appropriate resources including videos, games, e-books, webcomics, presentations, classroom lessons and tip sheets to help children learn how to protect themselves and their friends online. Parents, educators and law enforcement use these materials to engage children in discussions about online issues ranging from online privacy to cyberbullying. NetSmartz is a program of the National Center for Missing & Exploited Children®.

NetSmartzKids introduces younger children to basic online safety and digital citizenship lessons using animated characters—Clicky, Tera, Nettie and Webster. These resources teach children how to identify online dangers and practice safer behaviors through videos, music, games and e-books. Visit NetSmartzKids.org for new videos and activities every month.

Program goals

- Educate children to recognize online risks
- Engage children and adults in a two-way conversation about online safety and digital citizenship
- Empower children to report online abuse or victimization

Presentation length

Approximately 30 minutes

What's in this presentation?

This is an assembly-style personal safety presentation for children in grades 3-5 featuring the NetSmartzKids characters. Kids will learn about the four NetSmartz rules with a live presenter who engages them through discussion, quizzes and animated videos.

Children will learn:

- What it means to be a good digital citizen
- What to do when they see inappropriate content online
- How to protect their personal information
- Why they should never agree to meet face-to-face with someone they've met online
- How to use good netiquette and what to do if someone is being mean to them online

PRESENTER'S GUIDE

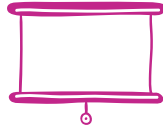
Part II: Tips for Planning and Presenting

Materials needed

This presentation contains videos with sound and is meant to be projected on a large screen. In preparation for your presentation, make sure that you have:



An LCD projector



A projection screen



Speakers

Editing the presentation

You are able to add, remove and change the order of the presentation slides if you wish. You are *not* able to edit individual slides created by NetSmartz.

Tips for presenting to children

1. Get to know your audience

It's important to tailor your presentation to the children's interests. It will be a much more meaningful learning experience for them if you reference the websites, games and apps they're already using. Slides 3 and 4 include questions to help you identify how the children in your audience access the Internet and what they like to do online. Keep in mind that if you have a group of mixed ages, they may have very different interests.

2. Use the speaker's notes

These are suggested notes, so you don't have to read these word-for-word. However, this presentation relies heavily on images instead of text to accommodate young readers and enhance the learning experience. The notes are especially important to explain what the children are seeing on the slides and to introduce the animated videos.

3. Gently correct misinformation

It's possible that some of the children in your audience have been exposed to ineffective and scary messages, such as "The Internet is bad." Turn these into teachable moments. Refer to the speaker's notes for child-friendly explanations of complex topics.

4. Answer questions

You may be surprised by some of the questions children will ask about these topics. Allow them to ask questions whenever they arise and answer as honestly as you can.

5. Use additional resources

This presentation is intended as an introduction to online safety and digital citizenship. You will find additional classroom lessons, printable activities, tip sheets and videos on **NetSmartz.org**.

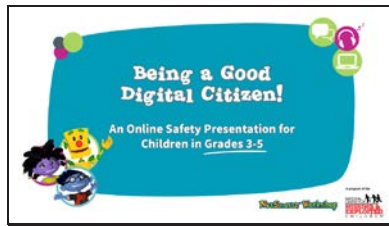
NOTE: Video dialogue is included in the speaker's notes *in case of audio or visual failure*.

Do not read dialogue aloud except in these instances.

PRESENTER'S NOTES

Presentation for Grades 3-5

Slide 1



(Introduce yourself.)

I'm here to talk to you about something important – how to be a good digital citizen and keep yourself and your friends safer online. Can anyone tell me what it means to be a good citizen?

(Pause to let students respond.)

Good citizens:

- Respect people.
- Follow the rules.
- Speak up when something wrong happens.
- Keep themselves and others safe.

Good digital citizens do some of the same things – but while using the Internet. A good digital citizen:

- Respects others.
- Follows websites' and apps' rules.
- Speaks up against cyberbullying .
- Protects themselves and their information online.

I'm going to give you some tips to help you become the best digital citizen you can be. And, I've invited my friends from NetSmartz here to help me talk about it. I'm going to let them introduce themselves. Take it away, guys!

(Click to play video.)

Slide 2



(Video plays.)

Video Text

Webster: Oh! Oh! Is it our turn yet?

Nettie: Yes, Webster. Why don't you say hello to our new friends?

Webster: HELLO EVERYBODY! I'M WEBSTER!

Nettie: Whoa! They're right there!

Webster: Sorry, Nettie! I'm just so excited to hang out with kids like us and talk about Internet safety.

Nettie: It is pretty great. We can share all the things we've learned about being good digital citizens and teach them the four rules of Internet Safety.

Webster: Yeah, let's get started!

Clicky: Ahem! Aren't you forgetting something?

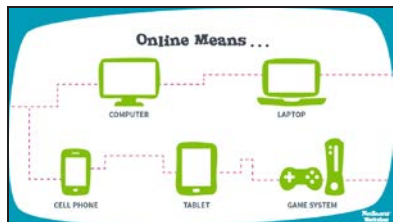
Webster: Whoops! Hey, Clicky!

Nettie: Clicky is our trusted adult. He helps us stay safer online.

Webster: And now we're going to help you by teaching you how to UYN: Use Your NetSmartz. That means making smart and safer decisions when you're online. So...now let's get started! OK, Clicky?

Clicky: Alright, buddy!

Slide 3



Thanks, Nettie and Webster. So, let's get started.

Before we talk about how to stay safer on the Internet, let's talk about what it means to be online. You can go online a lot of different ways. Raise your hand if you've gone online using:

- Desk or laptop computers?
- Cell phones?
- MP3 players, like the iPod Touch.
- Tablets, like an iPad or Kindle.
- Gaming devices, like a Nintendo DS or a PlayStation?

Does anybody else want to share another way they go online?

(Pause for audience responses, about 1-2 minutes of discussion.)

Slide 4



Great. Now, can I have some students volunteer to tell me what they do when they go online? **(Pause for responses, 1-2 minutes of conversation.)**

(Use the following questions to prompt quiet audiences.)

How many of you:

- Play games on your parents' cell phones?
- Watch videos on YouTube or use a webcam or cell phone to make your own videos?
- Use Google to look up things for your homework?
- Chat with family and friends on Skype?
- Use email to sign up for accounts?
- Make new friends in virtual worlds?

As you get older, you'll do even more online, like:

- Buy things, like books and clothes.
- Download apps to cell phones and tablets.
- Pay bills.
- Share pictures and messages with people on social media sites and apps like Facebook, Twitter and Instagram. Some of you may be on these already, although you have to be 13 to sign up for a lot of

Slide 5



Because you can do so much online, it's important that you're able to do it safely. You'll need to know how to look out for yourself and your friends in case you:

- See inappropriate content.
- Are asked to share personal information.
- Are asked to meet offline.
- Are cyberbullied by someone online or you participate in the cyberbullying of someone else.

Although some of these risks may seem scary, you can handle them. Nettie, Webster and Clicky are going to help me teach you how during this presentation.

Slide 6



The first thing we're going to talk about is inappropriate content. There's a lot of stuff online, like videos, pictures, stories, games and activities. A lot of it is really great, but there's also some content that's just for adults or that could upset you, like people:

- Fighting or hurting each other.
- Using bad language.
- Breaking the rules with pranks or illegal behavior.

Seeing these things may make you feel sad, scared, or confused, especially if you come across it accidentally while looking for something else. For example, sometimes when you're on a website, another window will appear without you doing anything at all. This window is called a "pop-up." You may have seen one while on a gaming site. Sometimes pop-ups have ads for new games, but sometimes they can have inappropriate content. It may be upsetting, but don't worry. There are steps you can take to deal with inappropriate content.

Slide 7



If you see something inappropriate online:

- Turn off the computer's monitor or the tablet's screen. Ask a trusted adult to show you where the buttons to do this are. **(Click once to show circle around home button.)**
- If you can't turn off the monitor or screen, move away from upsetting content by using the back button on the browser window or clicking the "X" in the corner to close the browser. **(Click once to show circle around the back and X buttons.)**
- And remember, don't share the content with your friends. Think about it: if something upsets you, why would you share it with your friends and upset them too?

And you should always, always tell a trusted adult like your mom, dad, aunt, uncle or teacher about what you've seen. Telling an adult can feel scary. You may be worried that telling will get you in trouble, or that your trusted adult will blame you, but it isn't your fault if you accidentally come across inappropriate content. A trusted adult can help explain what you've seen and answer any questions you may have. They can also report the content to the website or app you're using and help keep any other kids from having to see it.

Slide 8



What do you do if you don't like what you see online? Tell a trusted adult. This is Rule #1. I will tell a trusted adult if anything online makes me feel sad, scared or confused. And to learn more about it, let's check in with Nettie and Webster.

(Click to play video.)

Slide 9



(Video plays.)

Video Text

Nettie: When you see something online that makes you uncomfortable, you should tell a trusted adult. But that's not always easy. Some kids are embarrassed to tell or they think they'll get in trouble.

Webster: But a trusted adult is someone who will listen to you. They care about how you feel and want to help.

Nettie: Whenever Webster and I see something that makes us sad, scared, or confused online, we tell Clicky, our trusted adult.

Webster: And it's easier than you'd think. The last time I was online, I saw something that confused me. I closed the browser right away, but I was still upset.

Nettie: What did you do next?

Webster: Well... I went to Clicky. I told him I was typing in the URL to my favorite gaming website, when I accidentally typed in the wrong address. The website that came up instead...ugh! Anyway, Clicky gave me a hug and told me it wasn't my fault. He went to my computer and blocked that site.

Nettie: And he wasn't mad at all?

Webster: Nope! I was really glad I told him. It made me feel a lot better.

Slide 10



Thanks for showing us about telling a trusted adult, Webster and Nettie. Now that we know what to do when we see something inappropriate online, let's practice! I'm going to read some scenarios and I want you to tell me what you would do. Raise your hand if you've got the answer.

Scenario #1

You're checking your email when, suddenly, a new email appears in your inbox. It looks like it's from a friend, so you open it up and click on the link. The link sends you to a video that you don't want to see. What do you do?

(Pause for audience response. Possible responses include: Click the "X" on the browser to close the window; Tell a trusted adult like your mom, dad or teacher.)

Scenario #2

Imagine you're watching videos online with a friend. After you finish watching your video, another one starts playing automatically. It has some bad language. What do you do?

(Pause to let students respond. Possible responses include: Click the "X" button to close the browser; Tell a trusted adult.)

Scenario #3

You're using your mom or dad's iPad to play a game. Suddenly an ad pops up with some pictures you don't like. What do you do?

(Pause for audience response. Possible responses include: Use the home button to exit the app; Use the power button to cut off the screen; Tell a trusted adult.)

Good job! I'm confident that if you see inappropriate content online, you'll know what to do. You may have noticed one common thing that you can do in all of these scenarios: tell a trusted adult! Trusted adults can help you deal with what you see in many ways, from reporting to giving you a hug.

In all of our scenarios, finding the inappropriate content was an accident. It's important to make sure you're not looking for that content *on purpose*, no matter how curious you are.

Slide 11



We just discussed how some of the information online is inappropriate. But there are lots of other types of information online, maybe even information about you. This is called personal information. It includes you:

- Full Name.
- Email address.
- Home & school addresses.
- Location.
- Passwords.
- Phone numbers.

This information is called personal information because it can tell people things about you, like where you live or how to get in touch with you. Your personal information is unique to you. For example, you are the only person with your name who lives in your house and goes to your school. When you put this information online, you run the risk that someone will find it and use it. Some people use personal information to hack into other peoples' accounts, steal their identities or do other things to hurt them. It's very important to protect your personal information by keeping it private.

Slide 12



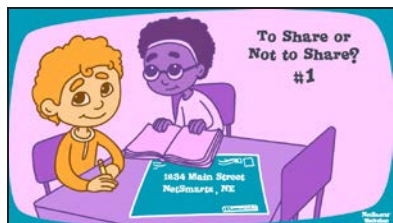
You should only share some personal information – like your full name and phone number – with people you know in-person, like your classmates. Other personal information, like passwords, should only be shared with a parent or guardian. And you should never share any personal information online without a parent or guardian's permission.

There are times when you may want to or have to share your personal information. For example, you may need to use your name, an email address, or even a parent's credit card number to:

- Buy something.
- Download an app.
- Sign up for a game account.

But it's important to ask your parent or guardian first! That's why the second rule of Internet safety is I will ask my trusted adult before sharing information like my name, address, and phone number. You should also talk to a parent or guardian about what type of information is OK to share with people you meet online. For example, if you meet someone in an online game, it may be OK to share your favorite food, but not your home address. You need to ask your parent or guardian first. They will know if it is safe to share your information.

Slide 13



Let's take a look at some times where you may want to share some information online. Tell me if the information is personal, and if so, what you should do next.

Scenario #1

You and your friends made a video. You've gotten permission from your parents to post it online, but you watch it one more time before you post it. While you're watching it, you notice that your home address is in the background.

1. Is your home address personal information?
(Pause for response.)

(Answer: Yes.)

2. What should you do? (Pause for response.)

(Answer: Tell your parents that the address is visible in the video. Get their help blocking it or removing it from the video before posting it.)

Slide 14



Scenario #2

Imagine you have an older brother who's lost his cell phone. He's gotten a new cell phone number and wants to share it with his friends. He's thinking about posting it on his social media accounts.

1. Is your brother's cell phone number personal information?

(Pause for response.)

(Answer: Yes.)

2. What advice would you give your brother about sharing his cell phone number online? **(Pause for response.)**

(Answer: It's a bad idea for him to share his phone number online because it makes it a lot easier for people that he may not know to see it.)

Slide 15



Scenario #3

While exploring a virtual world, you meet someone new. You've been writing messages back and forth when suddenly the person asks you what your favorite color is.

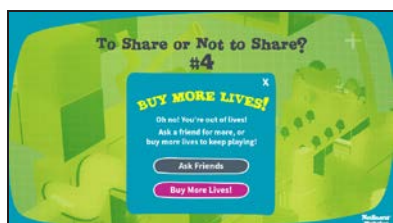
1. Is that personal information? **(Pause for response.)**

(Answer: No, personal information is information that can be used to easily identify you.)

2. Is it OK to share this information? **(Pause for response.)**

(Answer: Yes, but you should always be careful when talking to people you don't know online.)

Slide 16



Scenario #4

Imagine you are playing a game on your mom or dad's phone when you see a new window appear asking if you would like to buy extra lives for \$0.99.

1. Is it asking for personal information? **(Pause for response.)**

(Answer: Yes, credit card numbers are personal information.)

2. Can you make the purchase? **(Pause for response.)**

(Answer: It may be OK to make the purchase, but you should tell your parents about the pop-up and ask if it's OK first.)

Slide 17



Scenario #5

Your best friend wants you to share the password to your email account.

1. Is your password personal information? **(Pause for response.)**

(Answer: Yes.)

2. What should you do? **(Pause for response.)**

(Answer: Don't share passwords with anyone other than your parent or guardian, not even your best friend. Even if your friend means well, he or she could accidentally lose your password letting unknown people into your account.)

Slide 18



Great job with those questions, everyone. And remember, part of being a good digital citizen is protecting yourself and your friends by keeping your personal information private. You don't have to share your personal information with any website, app or person just because they've asked. That's especially important to remember when you start meeting new people online.

Slide 19



Have any of you ever met anyone new online? Maybe while playing a game or exploring a virtual world?

(Pause for audience response.)

In addition to online games and virtual worlds, social media sites and apps like Facebook, Twitter, Kik, and Instagram let you IM, share images, chat, and video chat with people online. You may not be old enough for some of these sites and apps yet, but you may have heard about them or know of an older family member using them.

Most of the time, you'll chat with people you know in real life, like your family, friends, and classmates, but you may also meet new people online. This can be really fun. You can meet people who like the same things you do, such as music, movies, games and books. You can meet people that live far away and learn about what life is like in their city, state or country. In some schools, students even have online pen pals that they talk to through email or video chat sites like Skype.

Nettie and Webster have met people online at school. Let's hear what they have to say about it.

(Click to play video.)

Slide 20



(Video plays.)

Video Text

Webster: You know what's really cool? Nettie and I have online email pen pals at our school.

Nettie: Yup! I have a pen pal who lives in San Diego, California.

Webster: Was it weird meeting someone online for the first time instead of face-to-face?

Nettie: Well, it *was* different. When you meet someone online, you don't know really know them. You can't see them unless you're using a webcam, so you have to trust that they're telling you the truth about who they are – their name, age, what they look like. So it's always smart to follow some rules when meeting people online.

Webster: Oh, yeah? What kind of rules?

Nettie: Like being careful about sharing personal information.

Webster: Oh! That's a good one. When you're getting to know someone new, they may ask a lot of questions. But that doesn't mean you have to answer all of them.

Nettie: That's right. If anyone you meet online asks you something that makes you feel uncomfortable, you should stop talking to them and tell a trusted adult right away.

Webster: Especially if they ask you to meet them face-to-face.

Nettie: Because that's something kids should never do.

Slide 21



That's right, Nettie! That's why the third rule of Internet safety is don't meet face-to-face with anyone you first met online. Because when you meet someone online, you don't really know who they are. You have to trust that they're telling the truth about themselves. While many people are honest online, some aren't, so you have to be careful. And if someone is lying about who they are, they could be lying about other things as well. And if anyone you meet online asks you to meet them face-to-face, say "No!" It's risky to meet face-to-face with people you met online, even for adults. Kids should definitely refuse to meet them and tell a trusted adult.

Slide 22



We've been learning how to be good digital citizens by keeping ourselves safer online, but another important part of that is using good manners online. This helps make the Internet a place where people can feel happy and safe. But some people don't use good manners online. Instead, they choose to cyberbully. Cyberbullying is the opposite of being a good digital citizen. It's using the Internet to be mean to other people.

Can you think of any examples of cyberbullying?

(Pause for audience response.)

Cyberbullying can also be:

Someone leaving mean comments on social media, such as Facebook, Twitter, or Instagram.

Players in an online game deciding to gang up on another player and not let them participate.

Stealing someone's online identity and using it to post comments in their name.

How do you think you would feel if you were cyberbullied?

(Pause for audience response.)

Some kids aren't that bothered by cyberbullying, but it makes others feel scared, sad and lonely. It can even make them afraid to go online or to school. If you're ever thinking about cyberbullying someone, imagine if it was happening to you. How would you feel? Do you really want to be responsible for hurting someone else?

Slide 23



That's why you shouldn't participate in cyberbullying. Instead, focus on being a good digital citizen when you're talking to people online. You can do that by respecting the people you game, text and chat with.

When you're online, you should:

- Use nice language and say kind things.
- Not type in all caps because that means yelling online.
- Use emojis – the smiley faces -- to help people understand how you feel. If you make a joke for example, use a smiley face to show that you are joking and not trying to be mean.
- Not spread rumors or make negative comments on someone's video or social media.

Unfortunately, just because you're polite to others online doesn't always mean they'll be polite to you.

Slide 24



If you're being cyberbullied, it may feel like there's nothing you can do to make it stop. But you can't give up! No one has the right to treat you badly online and you can take steps to help it stop.

If you're being cyberbullied, you should:

- Not respond or message back. Think about it. If you get a mean message and then you send a mean message, it'll just keep going back and forth and won't help make anything better. Choose to be the better person and don't respond.
- Ask a trusted adult like a parent or a teacher if you should save the messages. For example, if it's a mean text message or email, don't delete it. Show it to your trusted adult and ask what you should do with it first.
- Report to the website or app where you are being bullied. You may need to show them any saved emails and messages so they can see what's been happening.
- Tell a trusted adult. Your trusted adult can help you save the messages, report the cyberbullying to the website or app, and get new accounts or phone numbers. You can also talk to your trusted adult about how being cyberbullied made you feel – sad, mad, hurt or angry. They can help you figure out ways to feel better.

Slide 25



These steps can help you stop the cyberbullying, but what if you're not the person being cyberbullied? What if you're a *bystander*? A bystander is someone who isn't cyberbullying or being cyberbullied, but knows that it's happening. For example, you're playing an online game and see that someone is constantly being called names. Or, you visit a page where a friend has posted a video and see that someone is leaving mean comments.

Let's check in with Nettie and Webster for some advice about how to be a helpful bystander.

(Click to play video.)

Slide 26



(Video plays.)

Video Text

Nettie: A bystander is someone who stands by when someone else is being cyberbullied.

Webster: I've definitely been a bystander. Once a cyberbully started picking on one of my friends in an online game. He tried to get everyone in the game to ignore my friend and keep him from playing.

Nettie: That's terrible! What did you do?

Webster: I asked the other gamers to think about how they would feel if they were cyberbullied. Everybody agreed we wouldn't like it. So why do it to someone else?

Nettie: Good idea, Webster. You should treat people online how you want to be treated.

Webster: Thanks! I also told Clicky what happened and he helped me report it to the game website.

Nettie: When one of my friends was being cyberbullied, I told a teacher. I wanted my friend to know I cared.

Webster: Oh, yeah! That's important. I showed my friend I cared by leaving nice comments on his page.

Nettie: That's great! Kids who are being cyberbullied need to know they aren't alone online.

Webster: Or offline. That's why I walked with him in the hallway and sat with him at lunch, too.

Nettie: Sounds like you really stood up for your classmate. Good job, Webster!

Webster: Thanks, Nettie. But I just did what any good digital citizen would do!

Slide 27



How about you? Can any of you in the audience help me think of some things that bystanders can do to support friends who are being cyberbullied?

(Pause for audience response. Possible responses include supporting the person being bullied by: sitting next to them at lunch; leaving kind comments on their pages; standing up for them online against the bullying if they feel comfortable; reporting to a trusted adult; reporting to the website/app.)

Good ideas! It may feel scary to stand up to a cyberbully. You may be worried they'll start bullying you. But think about it: if no one says anything about the cyberbullying, then it will just keep happening. When you stand up to cyberbullying, you may help other kids be brave enough to stand up against it, too. That's why the fourth rule of Internet safety is a reminder to be a good digital citizen: I will always use good netiquette and not be rude or mean online.

Slide 28



That's the last of the four rules – but let's go over them one more time.

The first rule is, repeat after me,

I will **(Pause, they repeat.)**
tell my trusted adult **(Pause, they repeat.)**
if anything makes me feel sad, scared or confused.
(Pause, they repeat.)

Can anyone remember what else they should do if they see something upsetting online?

(Pause for audience response. Answer: Turn off the monitor, close the window or hit the back button.)

The second rule is –

I will **(Pause, they repeat.)**
ask my trusted adult **(Pause, they repeat.)**
before sharing information **(Pause, they repeat.)**
like my name, address and phone number. **(Pause, they repeat.)**

Can someone give me an example of when they might want to share their personal information?

(Pause for audience response. Answer: If you have your parent's permission, you can share personal information online.)

The third rule is –

I will not **(Pause, they repeat.)**
meet face-to-face **(Pause, they repeat.)**
with anyone from the Internet. **(Pause, they repeat.)**

Can anyone tell me why it's a bad idea to meet face-to-face with someone you first met online?

(Pause for student response. Answer: People may not tell the truth about themselves online.)

The fourth rule is –

I will always **(Pause, they repeat.)**
use good netiquette **(Pause, they repeat.)**
and not be rude or mean online. **(Pause, they repeat.)**

Can someone give me an example of what advice they would give a friend to keep them from cyberbullying someone?

(Pause for audience response. Answer: Always treat others with respect online.)

Great! Now that we've reviewed the rules, let's see if our friends have anything to say before we finish for the day.

(Click to play video.)

Slide 29



(Video plays.)

Video Text

Clicky: You two did a great job today.

Nettie: Thanks! It was great meeting all of you and talking about Internet safety.

Webster: Yeah! We had so much fun.

Nettie: We learned how to UYN...

Webster: Use Your NetSmartz!

Nettie: When you're online.

Clicky: If you follow the four rules of Internet safety, you can protect yourself and your friends.

Webster: And make the Internet a better place for everyone!

Nettie: You can learn more about how to UYN at NetSmartzKids.org. It's got lots of fun games, videos, activities, and more.

Webster: We hope to see you there!

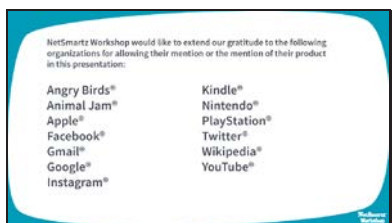
All: Bye! So long! See ya! UYN!

Slide 30



Thank you, Nettie, Webster and Clicky. And thank you all for being such a great audience today. I hope you've had as much fun as I have learning about how to protect yourselves online and be good digital citizens!

Slide 31



Slide 32



TROUBLESHOOTING FAQs

MAC troubleshooting FAQs

Q: Why are the videos not playing for me?

A: To play the presentations, you need to have PowerPoint 2011 or above. If you are using Keynote or an earlier version of PowerPoint, the presentation will not play properly.

Q: Why did the video stop playing?

A: You may have pressed the pause button or clicked the mouse. Click the pause button or the mouse again and the video will resume.

Q: Why is there no image on the screen even though I have connected to the projector?

A: You may need to use a keyboard command to tell the laptop that something is connected to its external output port. Look for a symbol of a monitor on your function keys. For instance, on some laptops, the command is “Command + F4.”

Q: I don’t have PowerPoint 2011 or above on my Mac. Will I still be able to play the presentation?

A: You must have PowerPoint installed on your Mac in order to edit the presentation. If you do not wish to edit the presentation, you can download the “Standalone” version at <http://www.netsmartz.org/presentations>, which will allow you to play the presentation on any machine. You can also play them online by clicking “View Online” on the presentations page.

Q: How can I share the presentation files with others?

A: To share the presentation, you just need to save any changes you made to the PowerPoint file and share the file with others. Please note, they will need to have PowerPoint 2011 or above for the presentation to play properly.

If your question has not been answered, please email netsmartz_tech@ncmec.org.



TROUBLESHOOTING FAQs

PC troubleshooting FAQs

Q: Why are the videos not playing for me?

A: To play the presentations, you need to have PowerPoint 2010 or above. If you are using an earlier version of PowerPoint, the presentation will not play properly.

Q: Why did the video stop playing?

A: You may have pressed the pause button or clicked the mouse. Click the pause button or the mouse again and the video will resume.

Q: Why is there no image on the screen even though I have connected to the projector?

A: You may need to use a keyboard command to tell the laptop that something is connected to its external output port. Look for a symbol of a monitor on your function keys. For instance, on some laptops, the command is “Function key [FN] + F4.”

Q: I don’t have PowerPoint 2010 or above on my PC. Will I still be able to play the presentation?

A: You must have PowerPoint installed on your PC in order to edit the presentation. If you do not wish to edit the presentation, you can download the “Standalone” version at <http://www.netsmartz.org/presentations>, which will allow you to play the presentation on any machine. You can also play them online by clicking “View Online” on the presentations page.

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