

DIGIWORLD

## Recovering when things go wrong

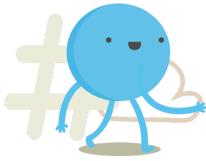
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Making mistakes is part of growing up. Things will go wrong online.

In order to become digitally resilient, children need to be able to take risks, make mistakes and recover. Making sure they know how to get help to recover and how to take steps to make sure they don't make the same mistake again is vital.

### Learning objectives:

Young people learn how to take control of tricky situations that arise online and understand the importance of being bold when resolving those mistakes. They learn that they can take steps to resolve difficulties and how they can help others do the same. They also learn about reporting.



## How to recover when things go wrong: Level 1

**Learning objective:** to be able to identify different ways to recover from online problems and mistakes.

There are three tasks on this worksheet.

### Students need to:

- Match the online problem or mistake with the most suitable solution: Individually or in small groups students should read the online mistakes and draw a line across to match them to the correct solution to the mistake or problem.
- Write top tips on how to recover from online mistakes: Using the answers to task 1 to help them, students to write down three ways that people can recover from online mistakes.
- Discuss why they think recovering from online mistakes and problems is important: In small groups or as a whole class, students to discuss why they think recovering from online mistakes is important.

## How to recover when things go wrong: Level 1 Example

**Learning objective:** to be able to identify different ways to recover from online problems and mistakes.

### Task 2 Examples:

- Talk to a trusted adult
- Get help to report or block users
- Make a stronger password

### Task 3 Examples:

- To rebuild your confidence to go back online.
- To feel better and avoid hiding their feelings.
- It is important to bounce back and stay resilient.

# Recovery: LEVEL 1

Anybody can make a mistake online. Even if you are careful, accidents can happen, you may feel unsafe or people can be unkind. When things go wrong the most important thing is that you know how to get help and recover.

**TASK 1: Match the online problem or mistake with the most suitable solution.**

Posting an embarrassing picture of one of your friends to a social media account.	Log in and reset your password to something else.
Sharing your password with your best friend.	Change it to something else using a mixture of numbers and lower and upper case.
Setting an easy to remember password and writing it down somewhere obvious.	Apologise to them and take the photo down.
Adding a stranger on a chat forum and now they won't stop messaging.	Tell a trusted adult immediately so they can help support you. It isn't your fault.
Writing a comment on a photo that was meant to be a joke but upset a friend.	Delete the comment and apologise. Explain what you meant and avoid doing it again.
Being tricked into doing something that makes you feel ashamed and upset.	Ask a trusted adult to help you block and report the person then deactivate the chat forum.

**TASK 2: Write 3 top tips to pass on to a friend or sibling about how to recover from online mistakes.**

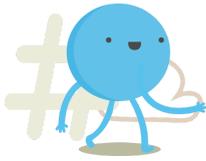
1) .....

2) .....

3) .....

**TASK 3: Discuss: why do you think recovery from online problems and mistakes is important?**

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## How to recover when things go wrong: Level 2

**Learning objective:** to be able to understand appropriate solutions to recover from online problems and mistakes.

There are three tasks on this worksheet.

### Students need to:

- Discuss a scenario where things go wrong online:  
In small groups or as a whole class, students to come up with a scenario in which something has gone wrong online and discuss a sensible recovery solution for the mistake or problem.
- Design and make a poster:  
Individually or in small groups students to design their own poster with top tips on how to stay in control of online mistakes.
- Present poster to the group:  
Show the rest of the group, or class, their poster and discuss why recovery from online mistakes and problems is important.

## How to recover when things go wrong: Level 2 Example

**Learning objective:** to be able to understand appropriate solutions to recover from online problems and mistakes.

### Task 1 Examples:

- **Scenario:** You accept a friend request from a stranger and they send you abusive messages.
- **Recovery:** Tell a trusted adult, get help to report the person, block the user, keep evidence of the nasty messages as you may need them for reporting.

### Tasks 2 and 3 Examples:

- Always tell a trusted adult if you come across anything that upsets or scares you online.
- If you post something and realise it probably wasn't a good idea, delete it straight away.
- Check your privacy and location settings on all your accounts to make sure they are private.

# Recovery: LEVEL 2

*Anybody can make a mistake online. Even if you are careful, accidents can happen, you may feel unsafe or people can be unkind. When things go wrong the most important thing is that you know how to get help and recover.*

**TASK 1:** Discuss a scenario where things go wrong online. Talk about a sensible recovery solution for the mistake or problem.

**TASK 2:** Design and make a poster for your home or your school classroom with top tips on how to stay in control of online mistakes.

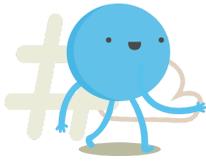
You could include the following:

- Tell a trusted adult if you've been tricked into doing something that upsets you
- Remove any mean posts or embarrassing pictures of other people
- Learn how to block and report people
- Change your password if you think someone else may know it

**TASK 3:** Present your poster to a friend or family member. Discuss why recovery from online mistakes and problems is important.

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## How to recover when things go wrong: Level 3

**Learning objective:** to be able to evaluate the best way to recover from specific online problems and mistakes.

There are two tasks on this worksheet.

**Students need to:**

- **Read** the scenarios of situations where something went wrong online and write a message to each person advising them of the best way they can recover.
- **Discuss** why they think it is important to know the best route to recovery from online mistakes and problems.

## How to recover when things go wrong: Level 3 Example

**Learning objective:** to be able to evaluate the best way to recover from specific online problems and mistakes.

**Example response:**

Dear Janet,

It is good that you are asking for help and I'm sorry to hear that you are feeling scared. Don't worry you can make this stop. You need to ask a trusted adult to help you block and report the person that is being unkind to you online. Remember to keep evidence of any nasty messages. It is important to tell someone so that you can stop these nasty messages and stop this person from being able to contact you.

Good luck!

# Recovery: LEVEL 3

Anybody can make a mistake online. Even if you are careful, accidents can happen, you may feel unsafe or people can be unkind. When things go wrong the most important thing is that you know how to get help and recover.

**TASK 1:** This issue of DigiWorld magazine looks at what to do when things go wrong online. You are the digital expert.

Read the scenarios of situations where something went wrong online.

Write a message to each person advising them of the best way they can recover.

When I went online last week to play games with my friends someone started chatting to me on the online chat forum. I didn't know who it was, but I thought it would be funny. Now the person keeps sending me messages and won't leave me alone. Some of the messages are mean. I haven't told anybody because I'm scared and embarrassed. What should I do? Please help!  
Janet, 14

I shared a post on social media because I thought my friends would find it funny. Someone tells me that the post was offensive against a religious group and came from an organisation known for spreading hatred and violence. What should I do? I only meant it as a joke! I didn't mean to cause harm.  
Susan, 15

I read an article online that says the world is going to end. At first, I was scared and then my mum reassured me that the article wasn't true. I'm a bit embarrassed for believing it. But how can I work out what is real online? Do you have any tips to help me?  
Thank you!  
John, 13

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