**Instructor Guide: QR Code Basics**

**Instructor Outline: QR Code Basics**

This document is designed for the instructor to use alongside the PowerPoint presentation. It includes a course overview, talking points, and activity instructions. Please note the PowerPoint slide numbers to help keep you on track.

**Workshop Description**

This in-person or virtual workshop is designed for those who are new to using QR codes or want to gain more confidence in their use. Participants will learn what a QR code is, what you can do with a QR code, how to scan a QR code, and how to use QR codes safely and securely.

**Curriculum Track**

Basics

**Audience**

Adults from newly connected households and/or who are looking to build basic skills and confidence using technology

**Workshop Length**

45-60 minutes

**Training Method**

Volunteer, instructor-led, hands-on

**Purpose**

Help newly connected users build confidence using QR codes.

**Equipment Requirements**

* In person: Projector and projection screen; internet-connected computers for instructor; laser pointer (recommended).   
    
  Some hands-on activities require a smartphone or tablet. If an attendee does not bring a smartphone or tablet, and your organization has devices to lend, provide them to the attendees who need them. If you do not have tablets or smartphones to lend, attendees can still participate in the workshop without scanning the codes.
* Virtual: A web conferencing platform; computers for instructor and participants with internet connections. Some hands-on activities require a smartphone or tablet. It would be the most beneficial if the learner views the virtual workshop on a separate device. That way they can use their phone or tablet for practice when scanning the course QR codes.

**Instructor Software Requirements**

Computer that includes:

* PowerPoint
* Web browser

**Material Requirements**

* Instructor PowerPoint: Before the workshop, review the slides and update the following information:
  + Slide 1:
    - Update instructor name, instructor affiliation (for example, library staff member, community volunteer, etc.), and location name.
    - Be prepared to briefly introduce yourself.
  + Slide 44 (Optional). The QR code on the slide goes to a congratulatory web page. Consider replacing the QR code with a local QR code that opens your organization’s website, a web page that lists upcoming training, or opens an ad for a local event, etc. In addition, update the answer in the Notes section of the slide and update the QR code in Activity 2 of the Learner Activity sheet.
  + In addition to updating the slides, please preview the PowerPoint presentation display on the instructor station before the workshop to correct any minor formatting issues that may occur due to variations in devices, operating systems, and application versions.
* Instructor Guide (this document): Review the Instructor Guide and familiarize yourself with the workshop materials. The script, which starts on page 5 of this document, is also included in the Notes field of the PowerPoint presentation. The script includes the following information:
  + Slide # and Slide Title
  + On Slide Text. The text displayed on the slide.
  + Notes Section
    - Talking Points. The information you share with the learners. Some slides also include instructions on actions the instructor needs to take to display or highlight information on the slide at the appropriate time.
    - Instructor Note.Includes notes the instructor can use to help facilitate group conversations, actions you should take, etc.
    - Additional Details: Identifies text on the slide that may need to be updated before the workshop begins.
* Learner Handout
  + **For in-person workshop:** Print handouts for each learner and provide them before the workshop begins.
  + **For virtual workshop:** Provide link to the Learner Handout, either before the workshop as part of the registration confirmation or include in the online platform’s chat feature.
* Learner Activity Sheet
  + (Optional) If you replace the QR code on Slide 44 of the Instructor PowerPoint with one of your own make sure to update the QR code on the Activity Sheet, Activity 2.
  + **For in-person workshop:** Print handouts for each learner and distribute before the workshop begins.
  + **For virtual workshop:** Provide link to the Learner Handout, either before the workshop as part of their registration confirmation or include in the online platform’s chat feature.
* Certificate of Completion: For the in-person workshop, print a certificate to hand out to each learner once the workshop is completed. For virtual learners, send them an electronic copy by email.
* Learner Name Tags: If you want to easily identify learners, make sure to bring name tag stickers or table tents. (Optional but highly recommended)
* Notepaper, pens, or pencils. (Optional)

**Learning Objectives**

At the end of the session, learners will be able to:

* + Describe what a QR code is.
  + List at least three places they may encounter a QR code when doing daily activities.
  + List at least three ways they can use a QR code during the week.
  + Be able to scan a QR code successfully.
  + Successfully troubleshoot common problems they may experience when scanning a QR code.
  + Understand the safety and security issues related to using QR codes.

**Before the Workshop Begins**

* In person:
  + Make sure the instructor computer is turned on and the Instructor PowerPoint works.
  + Test and troubleshoot the instructor’s computer well before the course begins to ensure it meets the technical requirements of the workshop.
  + Place learner materials at each chair. Learner materials include the Learner Activity Sheet and Learner Handout. You may also include paper (for learners to take notes) and pens or pencils. (Important note: For a classroom setup, the instructor may need to print the Learner Survey for participants to complete and hand in at the end of the workshop.
  + If you are providing smartphones or tablets to attendees for the course, test the QR codes used on the Learner Activity sheet to ensure they work. Troubleshoot any issues that arise with the devices before the workshop.
  + If using name tags, make sure they are easily accessible to learners and that you provide a marker or pen for learners to write their names.
  + Keep a registration list so you can identify who attended.
  + Learners will follow along with the demonstration and answer collectively as a group. Learners can also use the Activity Sheet to write down their answers.
  + Identify a “parking lot,” a place to track questions to be answered later in the workshop. Some suggested places for a parking lot are a whiteboard, flip chart, or notepad. Encourage learners to note the slide number and section as they “park” questions.
  + Print a certificate to hand out to each learner once the workshop is completed.
* Virtual:
  + A few days before the workshop, send instructions to participants about how to connect to the workshop. If possible, you may want to create a short video or document with step-by-step instructions (with images) to provide a basic overview of how to use the web conferencing tool to share with your participants.
  + Before the workshop, email participants the Learner Handout. During the workshop, resend the link through the web conferencing chat tool.
  + Keep a registration list so you can identify who attended.
  + Identify a virtual “parking lot,” which is a place for participants to ask questions later in the workshop. For your virtual parking lot, you may want to use the chat feature or the question feature of the web conferencing tool. Encourage learners to note the slide number and section as they “park” questions.

**Assessment Technique(s)**

Objective: Successful completion of activities

Ways to measure and identify learner success:

* Engagement: Participation in group conversations.
* Check for Understanding: Check for verbal and non-verbal cues to ensure the learner’s understanding before beginning a new section. Check-ins occur on Slides 4, 32, 44 and 58.
* Formal Evaluation: Request le arners to fill out a survey (if applicable)

**Instructor Presentation**

**The following section will take you step by step through the PowerPoint presentation slides and notes section. While reviewing this part of the guide, we suggest you open the PowerPoint presentation so you can become more familiar with the slides.**

**You will need to edit multiple slides of the presentation. You can also remove or edit slides to customize the workshop to your specific goals and audience.**

**Slide Number & Title.** Slide 1: QR Code Basics Workshop.

**On Slide Text:**

* QR Code Basics
* Instructor Name
* Instructor Affiliation
* Location Name

**Notes Section**

**Talking Points:** My name is **<your name here>** and I am **<brief description of yourself>**. Today’s workshop is provided by AT&T and the Public Library Association.” Before we get started, here are a few housekeeping items: [Mention the items that are relevant to your workshop.]

* Where are the restrooms?
* Where are the emergency exits?
* When/how to ask questions. Point to the page number located on each slide for participants to write down along with the question.
* If you have a cell phone with you, please make sure to either turn it off or set to silent.
* Will there be a break?

If the workshop is virtual include instructions

**Instructor Note:**Include a thank-you to community collaborator if applicable.

**Additional Details:** Before the workshop, please update this slide with the appropriate information:

* Instructor name
* Instructor affiliation (for instance, library staff member, community volunteer, and so on)
* Location name
* Library’s logo

Before the workshop, please review the Instructor Outline. It provides guidance on what to do to prepare for the workshop, how to conduct the workshop, and what you should do once the workshop ends.

**Workshop Introduction**

**Slide Number & Title.** Slide 2: Workshop Content Outline—Agenda (3 mins.)

**On Slide Text:** Today’s Agenda

* Introduction
* What is a QR code
* Skill Building
* Where you can find a QR code
* What you can do with a QR code
* How to scan a QR code
* Tips for successfully scanning a QR code
* Tips for using QR codes safely and securely
* Practice

**Notes Section**

**Talking Points:** In today’s workshop, you will learn about QR codes, including

* Introduction
* What is a QR code
* Skill Building
* Where you can find a QR code
* What you can do with a QR code
* How to scan a QR code
* Tips for successfully scanning a QR code
* Tips for using QR codes safely and securely
* Practice

Let’s get started!

**Instructor Note:**none

**Additional Details:** none

**Talking Points, Topics, and Activities (85 mins.)**

**Introduction—What Is a QR Code?**

**Slide Number & Title.** Slide 3: What is a QR Code?

**On Slide Text:**

**Notes Section**

**Talking Points:** You may have noticed these square patterns, called QR codes, showing up everywhere.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 4: What is a QR Code? Discussion.

**On Slide Text:** Have you seen a QR code before? If yes, where?

**Notes Section**

**Talking Points:** Possible answers include:

* At a restaurant, so you can view the menu or pay for your meal.
* On TV, a billboard, in a TV commercial, or in a magazine, so you can learn more about the advertised product.
* At public transit stations to find your bus or purchase a ticket.
* A colleague may use a QR code to share their contact information.
* A friend may share a QR code you can use to attend an event or to pay them back.
* In your email or text message.

Let’s explore where you might see a QR code as you go about your day.

**Instructor Note:**Ask the question on the slide and lead a brief discussion with the learners about where they have seen QR codes. Allow a moment for the learners to think about it, and then proceed with the conversation*.* The conversation should be approximately 2-3 minutes.

**Additional Details:** none

**Slide Number & Title.** Slide 5: Where You May Encounter QR Codes: Restaurant (Menu)

**On Slide Text:** At a restaurant.

**Notes Section**

**Talking Points:** You might see them at a restaurant, so you can view the menu

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 6: Where You May Encounter QR Codes: Restaurant (Pay)

**On Slide Text:** On a receipt.

**Notes Section**

**Talking Points:** or paying for your meal.

**Instructor Note:**none

**Additional Details:** none  
 **Slide Number & Title.** Slide 7: Where You May Encounter QR Codes: Billboard

**On Slide Text:** On a billboard.

**Notes Section**

**Talking Points:** On a billboard…

**Instructor Note:**none

**Additional Details:** none  
  
**Slide Number & Title.** Slide 8:Where You May Encounter QR Codes: Magazine

**On Slide Text:** In a magazine advertisement.

**Notes Section**

**Talking Points:** or in a magazine, so you can learn more about the advertised product.

**Instructor Notes:** none

**Additional Notes:** none  
  
**Slide Number & Title.** Slide 9: Where You May Encounter QR Codes: Public Transit

**On Slide Text:** At a public transit station.

**Notes Section**

**Talking Points:** At public transit stations, to find your bus

**Instructor Note:**none

**Additional Details:** none  
  
**Slide Number & Title.** Slide 10: Where You May Encounter QR Codes: Public Transit

**On Slide Text:**At a public transit station.

**Notes Section**

**Talking Points:**or purchase a ticket.

**Instructor Note:**none

**Additional Details:**none **Slide Number & Title.** Slide 11: Where You May Encounter QR Codes: Friend May Share

**On Slide Text:** A friend may share a QR code.

**Notes Section**

**Talking Points:** A friend may share a QR code you can use to attend an event or to pay them back.

**Instructor Note:**none

**Additional Details:** none  
  
**Slide Number & Title.** Slide 12: Where You May Encounter QR Codes: Email or Text

**On Slide Text:** In an email or text message.

**Notes Section**

**Talking Points:** Or you may receive a QR code for a ticket to a concert or a boarding pass in an email or text message.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 13: What is a QR Code: Barcode

**On Slide Text:**

**Notes Section**

**Talking Points:** A QR code is like a barcode. Just like you would scan a barcode for information like a price or to check out at a store…

**Instructor Note:**none

**Additional Details:** none  
 **Slide Number & Title.** Slide 14: What is a QR Code? Use the Camera App

**On Slide Text:** Use your smartphone or tablet to scan the QR code, using the built-in camera app.

**Notes Section**

**Talking Points:** you scan the QR code. The difference here is that you use your

smartphone or tablet to scan, using the built-in camera app.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 15: What is a QR Code?

**On Slide Text:** 

**Notes Section**

**Talking Points:**Just like you click on a link on a webpage to connect to a website, movie, or music video, the information in the QR code is read by your device, and connects you to a resource on the Internet, like a website to view a food menu or advertisement, or an application to make a payment, and more.

**Instructor Note:**none

**Additional Details:**none

**What You Can Do with a QR Code**

**Slide Number & Title.** Slide 16: What You Can Do with a QR Code

**On Slide Text:**

**Notes Section**

**Talking Points:** What can you do with a QR code? Let’s explore the different ways you may use a QR code as you go about your week.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 17: What You Can Do with a QR Code: Menu

**On Slide Text:** Scan the QR code to access a restaurant menu.

**Notes Section**

**Talking Points:** Instead of using paper menus, some restaurants provide QR codes that you can scan to view the menu.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 18: What You Can Do with a QR Code: Check in

**On Slide Text:** Check in for your doctor’s appointment.

**Notes Section**

**Talking Points:** At the doctor’s office, you may be asked to scan a QR code to check in instead of waiting in line.

**Instructor Note:**none

**Additional Details:** none  
 **Slide Number & Title.** Slide 19: What You Can Do with a QR Code: Wi-Fi

**On Slide Text:** Log in to a local business’s Wi-Fi.

**Notes Section**

**Talking Points:** At the local coffee shop, they may provide a QR code to scan that connects your phone or laptop to the shop’s Wi-Fi instead of typing in a long password.

**Instructor Note:**none

**Additional Details:** none  
  
**Slide Number & Title**. Slide 20: What You Can Do with a QR Code: Contact

**On Slide Text:** Add contact information to your phone.

**Notes Section**

**Talking Points:** Scan the QR code on a friend's or colleague's business card to add their contact to your phone automatically instead of typing the information into your contacts manually.

**Instructor Note:**none

**Additional Details:** none  
  
**Slide Number & Title.** Slide 21: What You Can Do with a QR Code: Pay for Parking

**On Slide Text:**Pay for parking.

**Notes Section**

**Talking Points:**Use the QR code on a parking ticket to pay your fee as you leave the parking garage.

**Instructor Note:**none

**Additional Details:**none

**Slide Number & Title.** Slide 22:What You Can Do with a QR Code: Additional Options

**On Slide Text:**Additional Options

* Download an app
* Using a coupon
* Watching a video
* Taking a survey or rating a service

**Notes Section**

**Talking Points:**You can also use QR codes to download an app, use a coupon, watch a video, take a survey, or rate a service.

Using QR codes can help save you time or make things easier to do.

We have explored a variety of ways in which we can use QR codes to complete everyday tasks.

Before we move to the next section, do you have any questions?

**Instructor Note:**Review and address items in the “parking lot”.

**Additional Details:**For information about what the parking lot is, see the “Before the Workshop Begins” section of the Instructor Guide.

**How to Scan a QR Code**

**Slide Number & Title.** Slide 23:How to Scan a QR Code

**On Slide Text:**

**Notes Section**

**Talking Points:**Now that you know what to do with a QR code, let’s learn how to scan a QR code using an iPhone and an Android mobile device.

**Instructor Note:**none

**Additional Details:**none

**Slide Number & Title.** Slide 24: How to Scan a QR Code: Wake

**On Slide Text:** iPhone and Android

**Notes Section**

**Talking Points:** To scan a QR code, you will use your smartphone or tablet’s built-in camera app. In today’s example, we will show you how to scan a QR code using an iPhone and an Android smartphone.

*[INSTRUCTOR NOTE: Press ENTER* to display the tap icon on both images*.]*

Start by waking up your smartphone by tapping the screen.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 25:How to Scan a QR Code: Camera

**On Slide Text:** iPhone and Android

**Notes Section**

**Talking Points:** Then tap the camera icon with your finger.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 26:How to Scan a QR Code: Home Screen

**On Slide Text:** iPhone and Android

**Notes Section**

**Talking Points:** Another way to access the camera app is from the home screen.

*[INSTRUCTOR NOTE: Press ENTER* to display the tap icon on both images*.]*

Look for the camera app and tap it.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 27: How to Scan a QR Code: Camera App

**On Slide Text:** iPhone and Android

**Notes Section**

**Talking Points:** And the camera app opens.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 28:How to Scan a QR Code: Camera App with QR Code

**On Slide Text:** iPhone and Android

**Notes Section**

**Talking Points:** Hold your device so that the QR code appears in the camera’s viewfinder, making sure the entire code is visible on the screen. Even if the code is upside down, the camera can read it!

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 29:How to Scan a QR Code: QR Code Link

**On Slide Text:** iPhone and Android

**Notes Section**

**Talking Points:** The device automatically detects that it is a QR code and displays a link. You will not take a picture of the QR code. Instead of taking a picture

*[INSTRUCTOR NOTE: Press ENTER* to display the tap icon on both images*.]*

tap the link on the screen

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 30:How to Scan a QR Code: Browser

**On Slide Text:** iPhone and Android

**Notes Section**

**Talking Points:** and the link opens a web browser that displays the AT&T Connected Learning website.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 31:Activity 1

**On Slide Text:** Activity 1

**Notes Section**

**Talking Points:** In this lesson, we learned where to find a QR code, what to do with a QR code, and how to scan a QR code.

Let’s practice what we learned.

**Instructor Note:** Point attendees to Activity 1 on Activity Sheet page 1. Ask the attendees to use their device to scan a QR code.

**Instructor Note**: If a learner does not have a smartphone or tablet with them, you can encourage them to watch another attendee complete the activity, or if your organization has devices to lend, provide them to the attendees who need them.

**Additional Details:** none

**Slide Number & Title.** Slide 32:Activity 1: Scan the QR Code

**On Slide Text:** If you have a smartphone or tablet, use the camera to scan the QR code on the screen or use the QR code in Activity 1 of the Activity Sheet.

To scan the QR code, follow these simple steps:

1. Wake your phone
2. Open the camera app
3. Point the camera at the QR code
4. Tap the link

What resource does the QR code open?

**Notes Section**

**Talking Points:** If you have a smartphone or tablet, use the camera to scan the QR code on the screen or use the QR code in Activity 1 of the Activity Sheet.

What resource does the QR code open?

**Answer:** PLA DigitalLearn website

**Instructor Note:** Check in with the attendees to see if they need any help with the activity.

**After learners complete Activity 1:** Great job, everyone! Before we move to the next section, do you have any questions?

**Instructor Note:**Review and address items in the “parking lot”.

**Additional Details:** For information about what the parking lot is, see the “Before the Workshop Begins” section of the Instructor Guide.

**Tips to Help You Successfully Scan a QR Code**

**Slide Number & Title.** Slide 33:Tips to Help You Successfully Scan a QR Code

**On Slide Text:** Quick Tips

**Notes Section**

**Talking Points:** Let's explore some tips to help you successfully scan a QR code.

**Instructor Note:** none

**Additional Details:** none

**Slide Number & Title.** Slide 34:Tips to Help You Successfully Scan a QR Code: Scan Again

**On Slide Text:** Scan the QR code again

**Notes Section**

**Talking Points:** If you accidentally take a picture of the code, don’t worry. Just scan the code again!

**Instructor Note:** none

**Additional Details:** none

**Slide Number & Title.** Slide 35:Tips to Help You Successfully Scan a QR Code: Camera Steady

**On Slide Text:** Keep the camera steady

**Notes Section**

**Talking Points:** Keep the camera steady. The camera can’t read the code if the image is moving or blurry.

**Instructor Note:** none

**Additional Details:** none

**Slide Number & Title.** Slide 36:Tips to Help You Successfully Scan a QR Code: Check Your Browser

**On Slide Text:** Check your browser

iPhone and Android

**Notes Section**

**Talking Points:** If you click the link and nothing happens, check your device’s web browser for the web page. In this example, the browsers are Apple Safari and Google Chrome. If you still can’t find it, scan the code again.

**Instructor Note:** none

**Additional Details:** none

**Slide Number & Title.** Slide 37:Tips to Help You Successfully Scan a QR Code: Clean Lens

**On Slide Text:** Clean your camera lens

**Notes Section**

**Talking Points:** If the image is blurry, clean the camera lens.

**Instructor Note:** none

**Additional Details:** none

**Slide Number & Title.** Slide 38:Tips to Help You Successfully Scan a QR Code: Code is Visible

**On Slide Text:** Make sure the QR code is fully visible.

**Notes Section**

**Talking Points:** Make sure the entire code fits on the screen with a little space between the code and the edge of the camera screen.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 39:Tips to Help You Successfully Scan a QR Code: Camera Flash

**On Slide Text:** Turn on the camera’s flash

**Notes Section**

**Talking Points:** If you are in a location with little light, turn on the camera’s flash!

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 40: Tips to Help You Successfully Scan a QR Code: QR Scanner

**On Slide Text:** If you have an older device, you may need a QR code scanner

iPhone and Android

**Notes Section**

**Talking Points:** Most modern smartphones can scan QR codes directly using the camera app. However, some older devices might require a separate QR code scanning app. One way to determine if your camera may not be able to read QR codes is if you scan the QR code, but the link never displays. You can also check the manufacturer’s website to see if your device's camera app can scan QR codes. If your device isn't scanning the QR code with the camera,

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 41: Tips to Help You Successfully Scan a QR Code: App Store

**On Slide Text:** If you have an older device, you may need a QR code scanner

iPhone and Android

**Notes Section**

**Talking Points:** you can find a QR code scanning app on your device's app store.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 42: Tips to Help You Successfully Scan a QR Code: Learn More

**On Slide Text:**  Learn more about using a mobile device. https://www.digitallearn.org/

**Notes Section**

**Talking Points:** You can learn more about how to use your mobile device by watching the course Using a Mobile Device.

You can learn more about how to use your mobile device by watching the course Using a Mobile Device. Learn more about using an Android mobile device at <https://www.digitallearn.org/courses/using-a-mobile-device-android> or learn more about using an iPhone at <https://www.digitallearn.org/courses/using-a-mobile-device-ios-ffb0a5b5-9af2-4419-ba27-47a4b424a331>

**Instructor Note:** none

**Additional Details:** none

**Slide Number & Title.** Slide 43: Activity #2

**On Slide Text:** Activity 2.

**Notes Section**

**Talking Points:** In this lesson, we learned where you can find a QR code, what you can do with a QR code, and how to scan a QR code.

Let’s practice what we learned.

**Instructor Note:**Point attendees to Activity 2 on Activity Sheet page 1.

**Additional Details:**If a learner does not have a smartphone or tablet with them, you can encourage them to watch another attendee complete the activity, or if your organization has devices to lend, provide them to the attendees who need them.

**Slide Number & Title.** Slide 44: Activity #2: Tips for Scanning a QR Code

**On Slide Text:** 1. What are three things you can do to scan a QR code successfully?

2. If you have a smartphone or tablet, use the camera to scan the QR code on the screen or use the QR code in Activity 2 of the Activity Sheet.

What resource does the QR code open?

**Notes Section**

**Talking Points:** 1. What are three things you can do to scan a QR code successfully?

**Answers include:**

1. If you accidentally take a picture of the code, scan the code again.
2. Keep the camera steady.
3. Check your browser if you tap the QR code link, but nothing opens.
4. Clean the camera lens.
5. Make sure the entire code fits on the screen with a little space between the code and the edge of the camera screen.
6. Turn on the camera’s flash if it’s dark.
7. If you have an older device, you may need a QR scanner from your device’s app store.

2. What resource does the QR code open?

**Answer:** Congratulations, web page

**Instructor Note:**After the attendees have time to complete the activity, review the answers by asking the attendees to call out the answers to the following questions. The learners can find the answers in the Learner Handout under the Tips to Help You Successfully Scan a QR Code.

**Additional Details:** The QR code on the slide goes to a congratulatory web page. Consider replacing the QR code with a local QR code that opens your organization’s website, a web page that lists upcoming training, or opens an ad for a local event, etc. In addition, update the answer in the Notes section of the slide and update the QR code in Activity 2 of the Learner Activity sheet.

**After learners complete Activity 2:** “Great job, everyone! Before we move to the next section, do you have any questions?

**Instructor Note:**Review and address items in the “parking lot”.

**Additional Details:** For information about what the parking lot is, see the “Before the Workshop Begins” section of the Instructor Guide.

**Slide Number & Title.** Slide 45:Using a QR Code Safely and Securely

**On Slide Text:**

**Notes Section**

**Talking Points:** While many QR codes you encounter are made by organizations you trust, bad actors may try to scam you. So, how can you use QR codes safely and securely? Let’s explore some of the dos and don’ts of using a QR code safely and securely.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 46:Using a QR Code Safely and Securely: Scan Trusted Sources

**On Slide Text:** Do. Only scan QR codes from trusted sources

**Notes Section**

**Talking Points:** Only scan codes from trusted sources. The item that opens after scanning the code should match the organization promoting the QR code.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 47:Using a QR Code Safely and Securely: Checklist

**On Slide Text:** Do. Only scan QR codes from trusted sources

* The branding should match.
* The organization’s name should be spelled correctly.
* Should look professional – no typos or grammatical errors.
* If it is too good to be true, it probably is!

**Notes Section**

**Talking Points:** How can you tell?

The branding should match.

Check to make sure the organizational name in the URL or logo is spelled correctly — if it's not, be suspicious.

The item the QR code opens should look professional, which means no misspellings, typos, or grammatical errors.

And finally, if it is too good to be true, it probably is!

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 48:Using a QR Code Safely and Securely: Go to Organization’s Website

**On Slide Text**: Do. Go directly to the organization's website address

**Notes Section**

**Talking Points:** When in doubt, skip scanning the QR code. Instead, use your device’s web browser to go directly to the organization’s website and find the information promoted by the QR code.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 49:Using a QR Code Safely and Securely: Don’t Scan Damaged QR Codes

**On Slide Text:** Don’t. Scan QR codes that are damaged or covered by a sticker

**Notes Section**

**Talking Points:** Avoid scanning codes that are damaged or covered by a sticker,

*[INSTRUCTOR NOTE: Press ENTER to highlight the last image]*

including a sticker of a QR code pasted over the original QR code. Someone may be trying to trick you by directing you to a different website.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 50:Using a QR Code Safely and Securely: Sensitive Information

**On Slide Text:** Don’t. Give sensitive information to someone you don’t know

**Notes Section**

**Talking Points:** Be cautious about providing sensitive information such as your Social Security number, credit card, bank information, and passwords.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 51: Using a QR Code Safely and Securely: Update Operating System

**On Slide Text:** Do. Make sure your device's operating system is current

**Notes Section**

**Talking Points:** Make sure your device’s operating system and applications are up to date to ensure you have the most recent security updates installed. You can check your device’s operating system and application updates in the Settings app of your device.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 52:Using a QR Code Safely and Securely: HTTPS

**On Slide Text:** Do. Make sure the URL starts with HTTPS

**Notes Section**

**Talking Points:** If it opens a website, it should be a secure HTTPS site.

**Instructor Note:**none

**Additional Notes:** none

**Slide Number & Title.** Slide 53:Using a QR Code Safely and Securely: Don’t Scan

**On Slide Text:** Don’t. Scan it if you are unsure it’s safe

**Notes Section**

**Talking Points:** If you are unsure about a QR code, don’t scan it.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 54:Using a QR Code Safely and Securely: Contact Organization

**On Slide Text:** Do. Contact the organization to verify it’s safe

**Notes Section**

**Talking Points:** If you are at a store or restaurant and you are not sure the QR code is safe, ask the staff to verify it.

**Instructor Note:**none

**Additional Notes:** none

**Slide Number & Title.** Slide 55:Using a QR Code Safely and Securely: Fraudulent QR Code

**On Slide Text:** If you provide information using a fraudulent QR code

* If you entered your username and password - change it.
* Set up a fraud alert and credit freeze.
* Inform your bank and monitor your accounts for unusual activity.
* Scan your device for malware and spyware.

**Notes Section**

**Talking Points:** What should you do if you provide sensitive information using a fraudulent QR code?

If you entered your username and password, change it.

If you provided bank or credit card information, set up a fraud alert and credit freeze.

Inform your bank and monitor your accounts for unusual activity.

And scan your device for malware and spyware.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 56:Using a QR Code Safely and Securely: Learn More, https://www.digitallearn.org/

**On Slide Text:** Learn more about online fraud and scams

**Notes Section**

**Talking Points:** You can learn more about how to use your mobile device safely and securely by watching the course, Online Fraud and Scams.

**Instructor Note:**none

**Additional Details:** none

**Slide Number & Title.** Slide 57:Activity #3

**On Slide Text:** Activity #3

**Notes Section**

**Talking Points:** In this lesson, we learned how to use QR codes safely and securely.

Let’s practice what we learned.

**Instructor Note:**Point attendees to Activity 3 on the Activity Sheet, page 2.

**Additional Details:** none

**Slide Number & Title.** Slide 58:Activity #3

**On Slide Text:** Activity #3: Using QR Codes Safely and Securely  
What are three things you should do to verify if the QR code is safe to scan?

**Notes Section**

**Talking Points:** 1. What are three things you should do to verify if the QR code is safe to scan?

**Answers include:**

1. Only scan codes from trusted sources.
2. Go directly to the organization’s website address if unsure the QR code is legitimate.
3. Make sure your device’s operating system and applications are current to ensure you have the most recent security updates installed.
4. Make sure the URL starts with HTTPS.
5. Contact the organization to verify it’s safe.
6. If you provide information using a fraudulent QR code
   * If you entered your username and password, change it.
   * If you provided bank or credit card information, set up a fraud alert and credit freeze.
   * Inform your bank and monitor your accounts for unusual activity.
   * Scan your device for malware and spyware.
7. Watch the PLA DigitalLearn course Online Fraud and Scams to learn more about using your mobile device safely and securely.

**After learners complete Activity 3:** “Great job, everyone!”

**Instructor Note:** After the attendees have time to complete the activity, review the answers by asking the attendees to call out the answers to the following questions. The learners can find the answers in the Learner Handout, page 2, under the heading Using QR Codes Safely and Securely.

**Additional Details:** none

**Slide Number & Title**. Slide 59: Congratulations, Learners!

**On Slide Text:** Congratulations, learners! Today you have learned:

* What is a QR Code
* Skills building
  + Where you can find QR codes
  + What you can do with QR codes
  + How to scan QR codes
* Tips for successfully scanning QR codes
* Tips for using QR codes safely and securely

**Talking Points:** Congratulations, learners! Today you have learned:

* What is a QR Code
* Skills building
  + Where you can find QR codes
  + What you can do with QR codes
  + How to scan QR codes
* Tips for successfully scanning QR codes
* Tips for using QR codes safely and securely

Are there any other questions before today’s workshop ends?

**Instructor Note***: Review and address items in the “parking lot”.*

**Instructor Note:**Provide each learner with a Certificate of Completion.

**Additional Details:** For information about what the parking lot is, see the “Before the Workshop Begins” section of the Instructor Guide.

**Slide Number & Title.** Slide 60: Additional Training Online.

**On Slide Text:** Today’s training is provided by AT&T and the Public Library Association. Visit <insert library’s URL here> <https://www.digitallearn.org/> for more courses and to build confidence using technology.

**Notes Section**

**Talking Points:**

**Instructor Note:**Close out the session by following these steps”

* (If applicable): Mention future AT&T and PLA digital learning workshops planned for the location and/or community.
* Ask if there are any other final questions and answer any outstanding ones that may have been missed in the parking lot sections*.*
* “Thanks again to AT&T and the PLA for this workshop. We appreciate all our participants for coming and we encourage you to keep learning!”

**Additional Details:** none

**Slide Number & Title.** Slide 61:Thank You!

**On Slide Text:** Thank you for coming!

**Notes Section**

**Talking Points:**

**Instructor Note:**We appreciate all our participants for coming and we encourage you to keep learning!

**Instructor Note:** *(If applicable):* Please fill out the survey before you leave today.

**Additional Details:** none