

# CB-08 — Help request card

Academy · free worksheet · Track: computer-basics · Pair with module CB-08

## 1. Pause rule

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Example: If I did not expect this link or file, I do not click — I ask a person.

## 2. Passwords

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- ☐ I will **not** type or paste passwords / bank codes / 2FA into ChatGPT, Claude, Gemini, or strangers
- ☐ Academy will never ask for my password in a form

## 3. Screenshot

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- ☐ macOS: Cmd+Shift+3 / 4
- ☐ Windows: Win+Shift+S or Snipping Tool
- ☐ I captured the **problem window** (or a clear selection)

Where the file landed: \_\_\_\_\_

- ☐ I opened the image and confirmed it shows the issue
- ☐ No password visible in the shot (or I cropped / changed it)

## 4. Problem sentence

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On my (Mac / Windows), in (app or window):

When I (action):

I expected:

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But I saw:

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☐ Screenshot ready to attach

## **5. Stop & get a human**

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- ☐ Scam / ransom / “call this number” pop-up → stop modules, get help
- ☐ Locked out of the only password → stop modules, get help

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