

The don't-paste card, the four stop cards, and the brake card

Academy · free worksheet · Track: Your First Chat · Keep this next to the keyboard

Never type or paste these into a chat:

- Passwords, or codes sent to your phone or email
- Social Security number, bank or card numbers, account numbers, barcodes
- Health details — yours or anyone's (symptoms, medicines, test results, insurance cards)
- Kids' names, schools, teams, and where they'll be when
- Full street addresses, birthdays, other people's phone numbers or emails

Use stand-ins: [Landlord], [Kid A], [my street]. The chat writes just as well without the real thing.

The four stop cards

- 1 Health.** Don't type symptoms, medicines, or test results. Write your questions on paper and bring them to your doctor, nurse, or pharmacist. Emergency: call 911. *(This card has no box to fill in, on purpose.)*
- 2 Today's price.** The chat doesn't know today's price, what's in stock, or this week's sale. Read the shelf tag, the store's own page, or call the store.
- 3 Rules and the law.** A letter the chat writes is not legal advice. For a lease, school, airline, or town rule, open the page printed on your paper or call the office. Court, eviction, custody, immigration: stop and call a lawyer or legal aid (in NJ, Legal Services of New Jersey).
- 4 Tax, benefits, and scams.** You're responsible for what you file. Don't ask the chat to fill in a tax or benefits form, and never type your SSN or income. Use the agency's own site or the number on a letter you trust. Free tax help exists (IRS VITA sites). If anyone — a caller, a pop-up, a page, or a chat — asks for a password, a code, gift cards, a wire, or crypto, or promises a bot will earn you money: **stop, hang up or close it, and ask a person you trust.**

The brake card

If this happens	Do this
It's typing too much, or something you don't want	Click Stop — the square that replaces the send arrow while it's writing
You closed the tab by mistake	Ctrl+Shift+T (Mac: Cmd+Shift+T). It comes back.
The chat got strange, long, or off track	Click New chat (a pencil or plus, usually near the top). Clean page.
You're on a shared or library computer	Before you leave: click your initial or picture → Log out / Sign out , then close the browser
You pasted something from the don't-paste card	Oops steps: don't paste it again "to check." Delete that chat (the ... menu next to its name in the side list → Delete). If it was a password or code, change that password on the real site. If it was a bank or card number, call the number on the back of your card. Tell a person you trust. Deleting helps, but it isn't a guarantee — that's why the card comes first.
Stuck after two honest tries	Stop. Book a human. It's not you — these sites change often.