

MS-01 — Stop Check, Then Two Lines on Paper

Academy · The Message You Still Send · Core lesson · 10 minutes

Never type or paste these into a chat

- Passwords or codes sent to your phone or email
- Social Security, bank, card, or account numbers; barcodes
- Health details: symptoms, medicines, test results, insurance cards
- Kids' names, schools, teams, or where they will be when
- Full addresses, birthdays, or other people's phone numbers or emails

Use stand-ins: [Landlord], [Teacher], [Kid A], [my street].

1 — Health

Do not type health details. Write questions on paper for a doctor, nurse, or pharmacist.
Emergency: call 911.

2 — Today's price

Read the shelf tag, the store's own page, or call the store.

3 — Rules and the law

Use the page printed on your paper or call the office. Court, eviction, custody, immigration: call a lawyer or legal aid.

4 — Tax, benefits, scams

Do not put tax, benefit, SSN, or income details in a chat. Password, code, gift card, wire, crypto, or bot-money promise: stop and ask a person.

Stop check for this message

Do not use the chat if this is about:

- ☐ court, custody, eviction, immigration, or a lawyer's letter
- ☐ firing or disciplining someone
- ☐ anyone's health
- ☐ what the law says or what I am "entitled to"
- ☐ a wire, deposit, or "pay this to release"
- ☐ grief or big family news

If any box fits, stop. Do not use the chat for this message.

1. Filled example — read this first

To: my landlord

The one thing I need: fix the kitchen faucet drip

By when: this week if possible

Rough words: kitchen faucet been dripping for 2 weeks, its getting worse, can someone come look this week, im home after 4

This passed the stop check. It uses a role, one ask, and rough words. Nothing goes in the chat yet.

2. Half-filled practice

To: my neighbor

The one thing I need: move the trash cans away from my gate

By when:

Rough words:

3. My message plan

To:

The one thing I need:

By when, only if real:

My rough words:

Success check

☐ My message passed the stop check

- ☐ I used a role, not a name
- ☐ I wrote one thing I need
- ☐ My rough words are on paper

Brake card: Stop square if it writes too much · Ctrl/Cmd+Shift+T restores a closed tab · New chat starts clean · Log out on a shared computer · Private detail pasted? Delete the chat; change a pasted password; call the card company for a pasted card number; tell a person you trust · Two honest tries? Stop and book a human.