

PH-02 — Ask the three questions

Academy · free worksheet · Pair with PH-02. Type lines only. No photo of the paper.

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.

Stop 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.

Stop 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.

Stop 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).

Stop 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.

Brake

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	Don't paste it again to check. Delete that chat (the ... menu next to its name → Delete). If it was a password or code, change it 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.
Stuck after two honest tries	Stop. Book a human. It's not you — these sites change often.

0. Filled example — what you type

Using only the words I typed below, tell me:

1) what they want me to do

2) by when

3) what the paper says happens if I do nothing

Do not add rules, rights, or amounts. If a date or amount is not in my words, write MISSING.

Plain words, 3 short lines.

Beginning November 3, recycling collection in Zone B moves from Tuesday to Thursday.

Containers must be at the curb by 6:00 a.m.

Bulk items require a \$15 sticker, available at Town Hall.

A good short answer:

1) Put recycling at the curb on Thursday instead of Tuesday (Zone B), by 6 a.m. Bulk items need a \$15 sticker from Town Hall.

2) Starting November 3.

3) MISSING — the notice doesn't say.

MISSING is a good answer. It means the chat didn't make something up.

1. Half filled — library notice

The questions stay. You write only the lines from the paper, between the dashes.

Using only the words I typed below, tell me:

1) what they want me to do

2) by when

3) what the paper says happens if I do nothing

Do not add rules, rights, or amounts. If a date or amount is not in my words, write MISSING.

Plain words, 3 short lines.

The book you borrowed is due Friday, October 10.

A good answer has three short lines. If the paper never says what happens when you do nothing, line 3 is MISSING.

Line 1 _____

Line 2 _____

Line 3 _____

Your answer will be worded differently. That's normal. Check it has the same parts.

2. Your ask — blank

Copy the questions from the filled example. Put your underlined lines between the dashes. Leave out anything you covered.

My line _____

My line _____

My line _____

My line _____

My line _____

My line _____

What came back (3 short lines):

1 _____

2 _____

3 _____

☐ I did not ask "what should I do?" or "what are my rights?"

☐ MISSING is written anywhere the paper was silent