

PH-04 — Your next step comes from the paper

Academy · free worksheet · Pair with PH-04. Any call or site comes from the paper itself.

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

Sticky note: **Recycling** → **THURSDAY by 6 a.m., starting Nov 3**

The chat offered a phone number. It was not used. The notice says “the number on the back of this notice.” That is the number to call.

1. Half filled

What: Recycling to the curb

When: _____

Number or site, copied from the paper: the number on the back of this notice

Where I'll see the note: _____

Your note will be worded differently. That's normal. Check it has the same parts: the task and the time, both from the paper.

2. Your next step — blank

What: _____

When: _____

I will put this note: _____

If I still need to call or open a page:

Copied from the paper: _____

- ☐ I did not use a number or link the chat gave me
- ☐ If I need to reply, I will start at Message, MS-01
- ☐ Next step is written where I will see it

This week

One real green paper. I can point to every date and dollar on the page. My next step is written where I'll see it. Any call used the number printed on the paper.

Asbury Academy · free worksheet · The paper wins. No photo of the paper. Not a paid store SKU.