

Managing SMS Settings

Facilitation Guide

Provide learners with tips and tricks for managing their SMS settings to avoid spam.

Overview

This module introduces to learners tips and tricks for managing their SMS settings to avoid spam and to enhance their overall digital security.

For more information, be sure to watch Series 3 training videos from NYC Digital Safety.

Outcomes

By the end of this module, participants will be able to:

- Describe SMS settings
- Identify different SMS settings for blocking spam and enhancing digital security

Format + Time Frame

This module provides an information overview of different SMS settings and shares tips and strategies for using SMS settings to block spam and help enhance digital security.

This module will take approximately 30 minutes to complete. You can extend this module by giving attendees time to go through the guided handout during the workshop, or you can combine this module with others for a longer learning experience.

Materials

- Slide deck
- Facilitation guide

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- Handout

Lesson Plan

Activity	Materials	Time Needed
Introduction and welcome Greet learners and review the plan for this module.	Slides 1 and 2	2 minutes
Defining SMS settings Give a brief explanation of what SMS settings are and see if anyone has any questions. Provide the handout for this module to learners at any point during the module.	Slide 3, handout	2 minutes
How to spot spam texts and manage SMS settings Review the slides on why it is important to manage SMS settings, how to spot spam texts, and how to use SMS settings to block spam texts. Pause at the end of these slides to see if anyone has any questions or anything else to add.	Slides 4 through 8	10 minutes
Activity: Exploring SMS settings for different kinds of phones Have participants get into small groups. Have them examine their own options and SMS settings for their particular type of device.	Slide 9	10 minutes

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Encourage your learners to compare notes and observations with one another.		
Wrap up, final tips, and final questions Review the closing thoughts and share the suggested resources. See if anyone has any final questions.	Slides 10 through 13	5 minutes

Considerations

Different types of phones might have some variation in available SMS settings, or at least in how to go about setting up various SMS settings. While the aim of this module is to share general and widely applicable best practices and tips, you might consider leaving some time for learners to get out their own phones and check on their settings. Likewise, you can leave some time for learners to look up information on the settings for their particular device to learn more about their options.

Options and Variations

This module pairs well with other modules about scams and spam messages. You could consider either combining modules or running a whole workshop series on dealing with scams, schemes, and spam.

You can also provide this information and content to patrons via a service point by sharing the guided handout with them.

Assessment

The following are some suggested assessment questions that you can use and adapt for your own purposes. These questions can help you assess various things, including knowledge retention, personal views and preferences, and concept application.

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You might consider asking these as a pre or post test, or you can have learners answer these as part of an exit survey or a follow-up survey. Keep reading for suggested questions and an answer key with further details and explanations.

Questions for Participants

True or False: Phones automatically block spam messages for you.

- A. True
- B. False
- C. Unsure

What is something that SMS settings cannot help you do?

- A. Filter unwanted or spam messages
- B. Let you report spam messages
- C. Hide your number from scammers
- D. Let you block numbers

True or False: it is illegal to send spam to a wireless device without express permission.

- A. True
- B. False
- C. Unsure

Answer Key

True or False: Phones automatically block spam messages for you

Answer: B, False

While there are settings to help you manage spam messages and filter them, your phone (unfortunately) will not automatically block these types of messages for you.

What is something that SMS settings cannot help you do?

Answer: C, Hide your number from scammers

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Your phone features settings that let you block numbers, report spam, and filter out spam messages. It can't hide your numbers from scammers and spammers though.

True or False: it is illegal to send spam to a wireless device without express permission

Answer: A, True

Spam is actually illegal, which is why different federal organizations like the FTC have mechanisms for reporting and investigating spam.

Connections to Other Modules

This module connects to many other modules. The following suggestions provide opportunities for exploration, connection, and potential programming. However, feel free to explore and make connections between other modules not listed here as well!

1.1 Phishing Schemes

3.1 Spoofed Numbers

3.1 Handling Spam Calls

3.1 Identifying Scam Calls

3.2 Identifying Email and Text Spam

3.2 Dealing with Scammers

These and other modules can be found at this project's website, nycdigitalsafety.org.

About This Project

These materials were released in October 2022 as part of NYC Digital Safety: Privacy & Security.

NYC Digital Safety: Privacy & Security is a partnership between New York City's three library systems — Brooklyn Public Library, The New York Public Library, and Queens Library — and

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METRO Library Council. With support from the New York City Office of Technology and Innovation, this project ensures that NYC residents can rely on public libraries for their questions about internet privacy and security.

Visit nycdigitalsafety.org for more information.