# 🪩 Digital Safety DiscoTech 🪩FAQ for Support Staff

## What is a DiscoTech?

A DiscoTech is an opportunity to discover more about technology by engaging with it in a fun, supportive, social atmosphere. This DiscoTech is a space for public health professionals & students to discover more about digital safety.

## How does this DiscoTech work?

This DiscoTech lasts for **2 hours** and contains **6 tracks**, each at its own table. Everyone is free to visit as many tracks as they want, for as long as they want, in whatever order they want. Each track is a supportive space for people to take specific actions in support of their digital safety. Each track includes some starter tips and instructions. A support person staffs each table to help troubleshoot issues and answer questions.

## What are the tracks?

Each track supports actions that attendees can take right now to shape their digital safety in the face of online harassment in public health. The tracks are as follows:

1. **Ain’t Nobody**: Search for yourself and set up Google alerts.
2. **Ring My Bell**: Set up two-factor authentication (2FA). With 2FA, a stolen password alone won’t be enough to hack your account.
3. **Car Wash**: Make data deletion requests. If someone wants to find your home address, popular data brokers offer an easy place to start. Learn how to manually request data deletion. Discover paid services to regularly make such requests on your behalf.
4. **Don’t Leave Me This Way**: Change some passwords. If you change your passwords regularly, it’s less likely a leaked password will work if someone tries to use it.
5. **I’m So Excited**: Celebrate your progress. Getting comfortable with digital safety tools is a big deal. And that calls for snacks and party favors!
6. **Fresh**: Make alternate contact info you can use solely for professional, commercial, or throwaway purposes.

## How should I prepare as a DiscoTech support person?

We will provide you with printouts and a URL for attendees at your table. Familiarize yourself with these resources beforehand so you know what you can offer each person. Follow as many of the instructions as you can for yourself so that you can help people navigate different websites and tools. Be prepared to take notes on common questions and concerns people raise at your table. Be prepared to ask for help too. We don’t expect you to know how to answer every possible question or troubleshoot every possible problem.

## What should I do when someone comes to the table?

Let people know what the track’s activity is. Let them know what instruction docs are available, on paper and online. Let them know you’re available for support if they want it.