

AI Made Simple

A beginner-friendly course for ChatGPT and Gemini

HowToUseAi.com.au — practical steps, safety tips, and copy/paste prompts
(with a little gentle humour).

What's inside

- Quick Start Guide
- Module : What AI is and how it works
- Module : Safety, privacy, scams, and common sense rules
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- Module : Prompt Library (copy/paste prompts)
- Module : Plans & versions (Free vs paid)
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Quick Start Guide (to minutes)

This is the fastest way to get something useful from AI today. You will learn a simple way to ask questions, how to get better answers, and how to stay safe.

A quick joke (to break the ice)

If AI ever takes over the world, your first job will be to negotiate. Practise now by asking it for a cup of tea. When it fails, you will remember: you are still in charge.

Before you start: the two golden rules

- Do not share private information (passwords, bank details, one-time codes, full identity numbers).
- Do not treat AI like a guaranteed source of truth. Use it as a helper, then double-check important stuff.

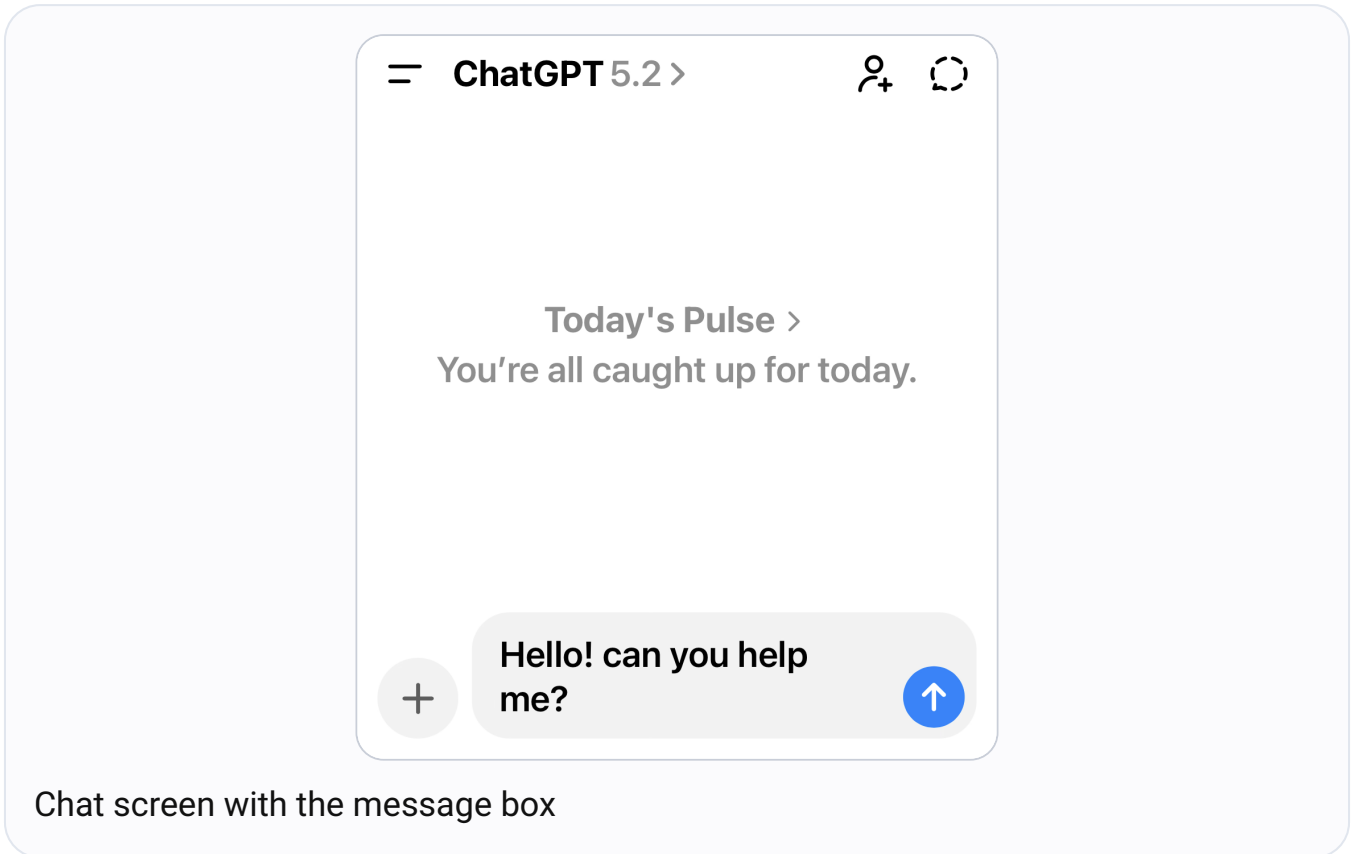
If you forget everything else

Ask for small, simple help first. You can always ask for more detail later.

Step : Open ChatGPT or Gemini

You can use either tool. They work in a similar way: you type (or speak) a question, and the AI replies.

- On a phone or tablet: open the ChatGPT app or the Gemini app.
- On a computer: open your web browser and sign in to ChatGPT or Gemini.



Chat screen with the message box

Step : Use the simple prompt recipe

A good prompt is just a clear request with a few helpful details.

The simple prompt recipe

What you want + helpful details + how you want it written.

Here are three examples. Try one now:

Example : A friendly text message

Write a friendly text message to my neighbour to say thank you for

Example : Explain something confusing

Explain what 'fixed interest rate' means in simple terms, like you

Example : A checklist

Make me a simple checklist for what to pack for a weekend away.

Step : Ask a follow-up question (this is the secret)

The best results usually come from a short back-and-forth, like talking to a helpful person.

- Make it shorter.
- Make it more polite.
- Explain it again with an example.
- Ask me questions to clarify what you need, then wait for my answers.

Step : If the answer looks wrong, do this

AI sometimes 'fills in the blanks' and sounds confident even when it is guessing. If something looks odd, do not argue with it - redirect it.

- Ask it to check itself: 'Double-check that and list any assumptions you made.'
- Ask for sources (if the tool supports it): 'Where did you get that? If you are not sure, say so.'
- Cross-check the key detail on an official website or by asking a trusted person.

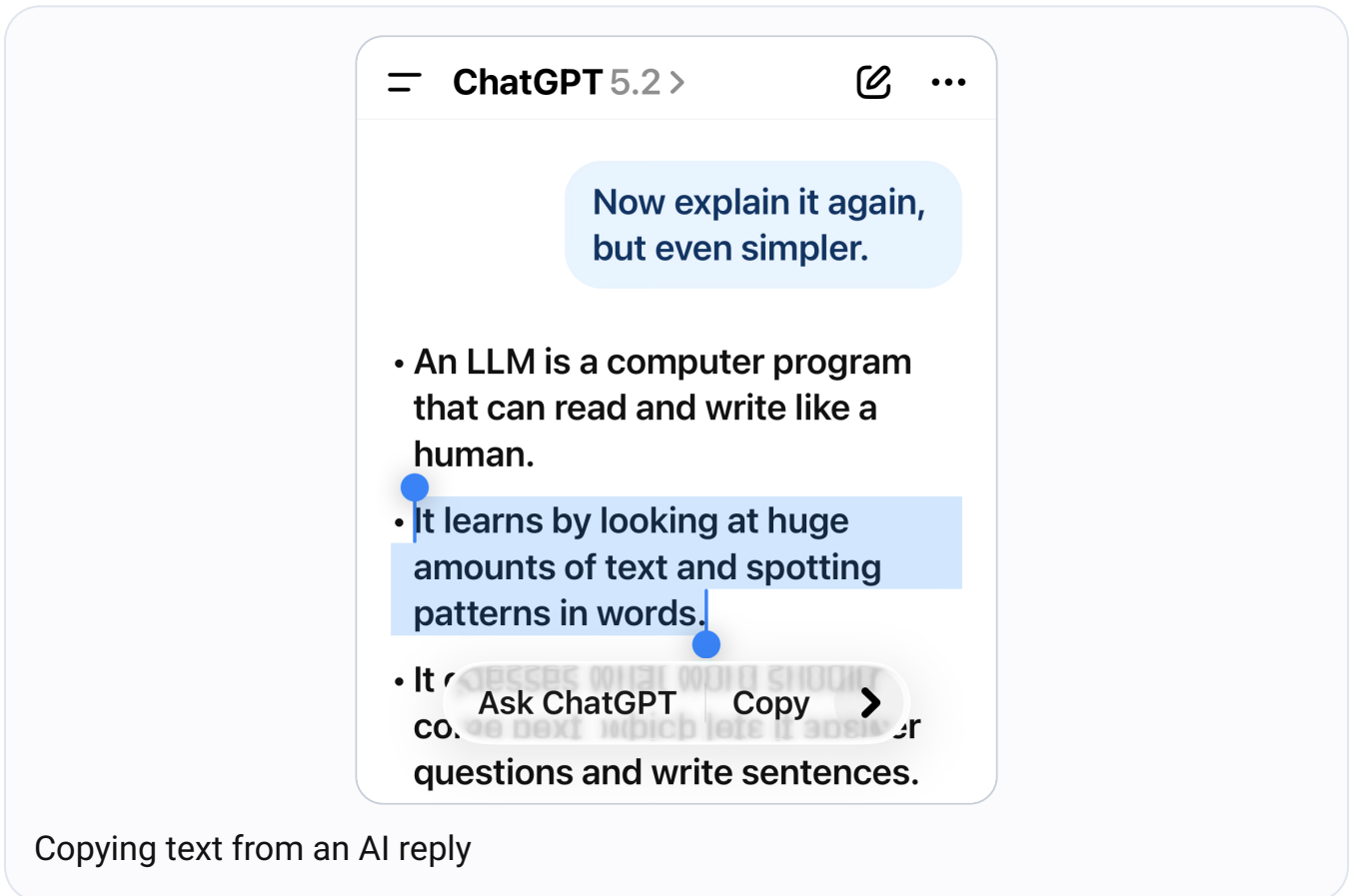
A rule for high-stakes topics

If it involves medical care, legal issues, big money, or personal safety: use AI to prepare questions and organise notes - then confirm with a professional.

Step : Save or copy what you want

- To copy: highlight the text, then copy and paste it into Notes, Word, or an email.

- To keep it: you can leave it in the chat, or copy it into a document named 'AI helper notes'.



Quick practice: a 'small win' prompt

Pick one of these based on your life. Copy and paste it into ChatGPT or Gemini:

- Write a simple shopping list for a week of easy dinners for one person. Include breakfast, lunch, and dinner. Keep it budget-friendly.
- I received a letter that I do not understand. Give me a list of questions I should ask the organisation to clarify it. (Do not ask for my private details.)
- Help me write a polite email to my doctor's clinic asking to book a standard appointment. Keep it short.
- Give me ideas for a low-cost hobby I could start at home. Explain each one in one sentence.

Another quick joke

AI can do many things. It cannot: replace your common sense, remember where the TV remote is, or stop spam calls. For everything else, it is surprisingly handy.

What to do next

- Go to Module [1](#) to understand what AI is and why it behaves the way it does.
- Go to Module [2](#) to learn safety, privacy, and scam-protection habits.
- If you are ready to learn by doing: jump to Module [3](#) (ChatGPT) or Module [4](#) (Gemini).

Mini habit: keep a 'prompt notebook'

Create a note on your phone called 'My AI Prompts'. Whenever you get a good result, copy the prompt (not just the answer) into that note. Next time, you can reuse it in seconds. This is the fastest way to get better without learning anything complicated.

Module : What is AI (and what is an LLM)?

Before we learn buttons and settings, it helps to know what is actually happening when you type a question into ChatGPT or Gemini. This module explains it in plain English, with zero math and only one mild metaphor.

- **AI vs a search engine (why they feel different)**

A search engine (like Google) is mainly built to find web pages. You type a query, it gives you links, and you decide what to trust.

A chat-style AI (like ChatGPT or Gemini) is mainly built to generate text (and sometimes images or other media). You type a request, and it generates an answer in a conversational format.

Why this matters

Because an AI is generating an answer, it can sometimes sound confident even when it is unsure. That is not you doing something wrong. It is simply how these tools work.

- **What does LLM mean?**

LLM stands for Large Language Model.

In simple terms, an LLM is a computer program trained on very large amounts of text. It learns teaches itself patterns in language: how words and sentences usually fit together, and how people usually respond to questions.

The easiest way to think about it

It is like very advanced predictive text, with a much bigger brain and better grammar.

How an LLM makes an answer

When you ask a question, the model does not 'look up' the answer the way a person might open a book. Instead, it generates the next bit of text that is most likely to be helpful, based on patterns it learned during training and the context of your conversation.

Because of that, an AI can:

- write clearly and quickly
- rephrase things in different tones (formal, friendly, simple)
- summarise and structure information
- suggest ideas and options
- help you plan and organise

And it can also sometimes:

- guess details that were not provided
- mix up names, dates, or numbers
- invent sources that do not exist (this is sometimes called a 'hallucination')
- make a reasonable-sounding answer that is still wrong

A calm rule

If something is important enough that you would bet money on it, confirm it with a trusted source.

• **What AI is great for (everyday wins)**

For most people, the value of AI is not fancy science. It is small daily tasks that become easier.

- Writing: emails, text messages, letters, replies, summaries
- Explaining: confusing letters, forms, instructions, jargon
- Planning: checklists, schedules, shopping lists, packing lists
- Learning: simple explanations, study help, practice questions
- Organising: turning messy thoughts into clear dot points
- Brainstorming: ideas for meals, hobbies, gifts, travel days

• **What AI is not good for (and what not to use it for)**

These tools can be helpful, but there are areas where you should be cautious.

- Medical advice (use it to prepare questions for your doctor, not to diagnose or choose treatment).
- Legal advice (use it to understand terms and prepare questions, not to decide legal action).
- Financial decisions (use it to make a budget spreadsheet or explain a term, not to pick investments).
- Emergency situations (call your local emergency number or speak to a professional).
- Anything that requires guaranteed truth in real time (prices, stock availability, flight gate changes).

A useful framing

AI is best as a drafting and thinking helper. You remain the decision-maker.

• **The idea of 'context' (why AI forgets things)**

AI does not have perfect memory. It mainly works with what you have said recently in the conversation, plus any memory features you have turned on (depending on the tool and settings).

Most AI systems have a limit to how much text they can keep in mind at once. This is often called the context window.

When you give very long inputs or keep chatting for a long time, older details may be summarised or dropped. That is why sometimes you need to repeat key details.

Easy workaround

If a conversation gets long, copy the key facts into one short message called 'Important context', then continue.

• **A beginner-friendly way to talk to AI**

A good prompt is not fancy. It is just specific.

The 4-part beginner prompt

1) What you want. 2) Who it is for. 3) Important details. 4) The format you want.

Beginner prompt template

I want: [what you want].

This is for: [who it is for].

Important details: [facts the AI must include].

Write it as: [dot points / short paragraph / email / checklist].

Example:

Example using the template

I want: a polite email.

This is for: my electricity provider.

Important details: I am asking why my bill is higher this month.

Write it as: a short email under 150 words with a subject line.

• Practice (with training wheels)

Choose one practice task. Paste it into ChatGPT or Gemini. Then do the follow-up step.

- Ask for a short answer: 'Answer in dot points.'
- Then ask for a simpler version: 'Rewrite that in simpler words.'
- Then ask for a version you could send to someone: 'Turn that into a friendly message.'

Practice task A (learning)

Explain what an 'interest-only loan' is in simple terms. Then give

Practice task B (writing)

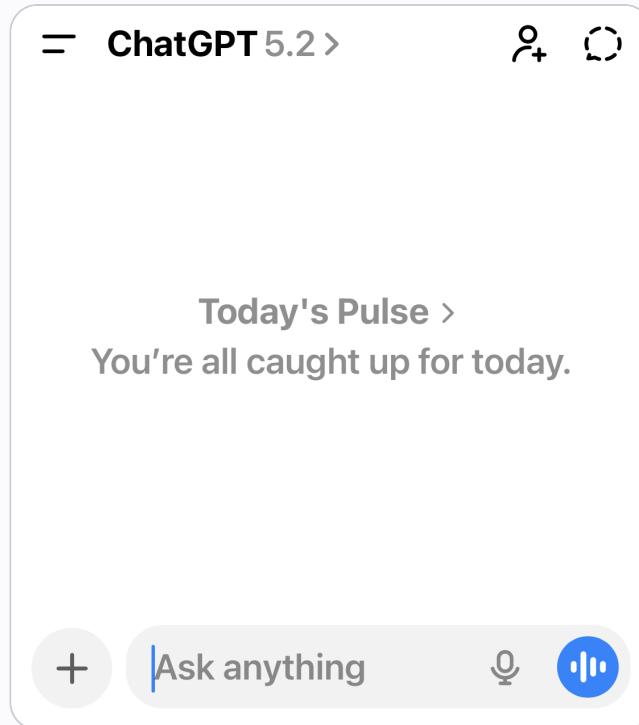
Write a polite text message to cancel an appointment because I am

Practice task C (planning)

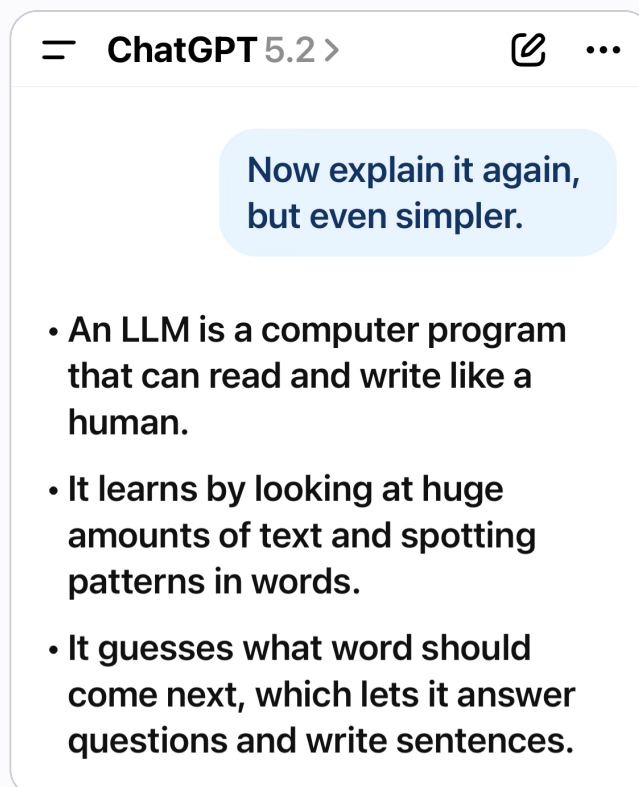
Make a checklist for preparing for a GP appointment. Include what

Screenshots for Module

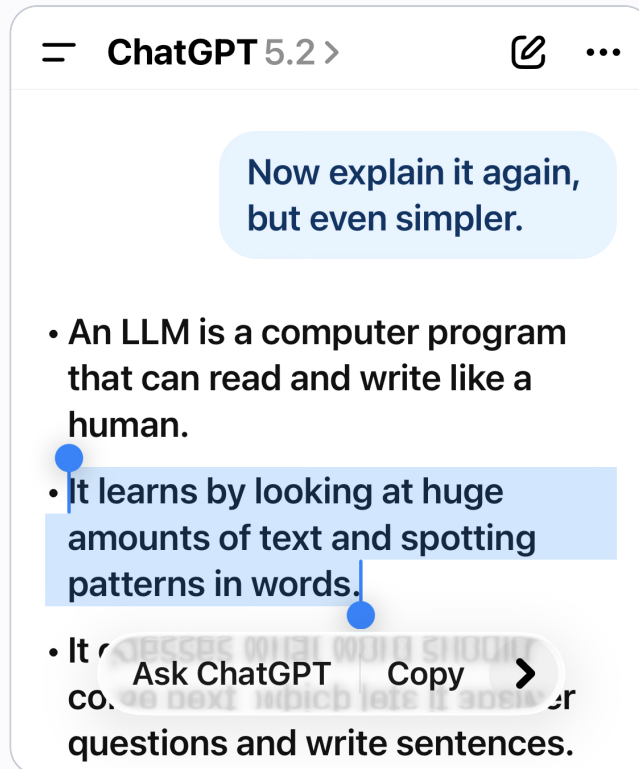
When you add screenshots later, these are the ones that help beginners most:



Where to type your message (the prompt box)



A simple answer plus a follow-up question



Copying text (highlight + copy)

Module : Safety, privacy, and scam-proof habits

This module is not here to scare you. It is here to keep you safe and confident. AI can be very useful - but like any tool, it works best with a few simple habits.

A quick joke (and a serious point)

If a stranger calls you and says, 'Hello, it's your grandson - I need money', you hang up.

If an AI says, 'Hello, I'm confident and correct', you do the same thing, but politely: you ask it to double-check.

. The 'never share' list

Do not type or upload these into AI tools:

- Passwords, passcodes, or one-time verification codes
- Bank account numbers, credit card numbers, or online banking details
- Medicare number, driver's licence number, passport number (full details)
- Tax file numbers or other identity numbers
- Full address and date of birth together (a common identity-theft combo)
- Private medical documents with identifying details (unless you have a strong reason, and you understand the privacy settings)
- Anything you would not want read out loud in a crowded cafe

A safer way to ask questions

Use placeholders.

Example: 'My bank sent me a message saying [PASTE MESSAGE TEXT WITHOUT ACCOUNT NUMBERS]. Is this a scam? What are the red flags?'

• **Redacting: how to remove personal details (in plain English)**

Redacting just means removing private information before you share text or images.

- Remove names, addresses, phone numbers, email addresses, account numbers, and reference numbers.
- Replace them with placeholders like [NAME] or [ACCOUNT NUMBER REMOVED].
- If you are sharing a screenshot, crop out the top bar that might show your name or email address.
- If in doubt, remove more than you think you need.

• **What AI should and should not be used for**

AI can help you understand information and prepare good questions. But it should not be the final authority for high-stakes decisions.

High-stakes topics

Medical, legal, finance, urgent safety: use AI to prepare, not to decide.

Examples of safe uses:

- Summarising a letter (with personal details removed)
- Drafting a polite reply email
- Preparing questions for a doctor or customer service call
- Making a checklist for what to bring to an appointment
- Explaining general concepts in plain language

Examples of risky uses (avoid):

- Asking for a diagnosis or exact medication changes

- Asking how to bypass safety systems or do illegal things
- Asking for 'the best investment to buy right now'
- Trusting it for exact prices, exact opening hours, or real-time changes without checking

• **Scam safety: using AI to spot scam messages**

One of the best uses of AI for older adults is scam checking. You can paste the text of a suspicious message and ask the AI to analyse it.

Important

Before you paste anything: remove personal details. Do not paste bank details or codes.

Scam-check prompt (copy/paste)

I received this message. I have removed personal details.

[PASTE THE MESSAGE HERE]

Please analyse it for scam red flags. List red flags in dot point

Common red flags the AI should mention include:

- Urgency or pressure ('act now', 'final notice')
- Threats ('your account will be closed')
- Requests for payment, gift cards, cryptocurrency, or bank transfers
- Links that do not match the real organisation's website
- Spelling/grammar that looks off
- Asking for personal information

• **Privacy controls: memory and chat history (what to know)**

Some AI tools offer memory features. This can make future chats more convenient, but you should understand what it does.

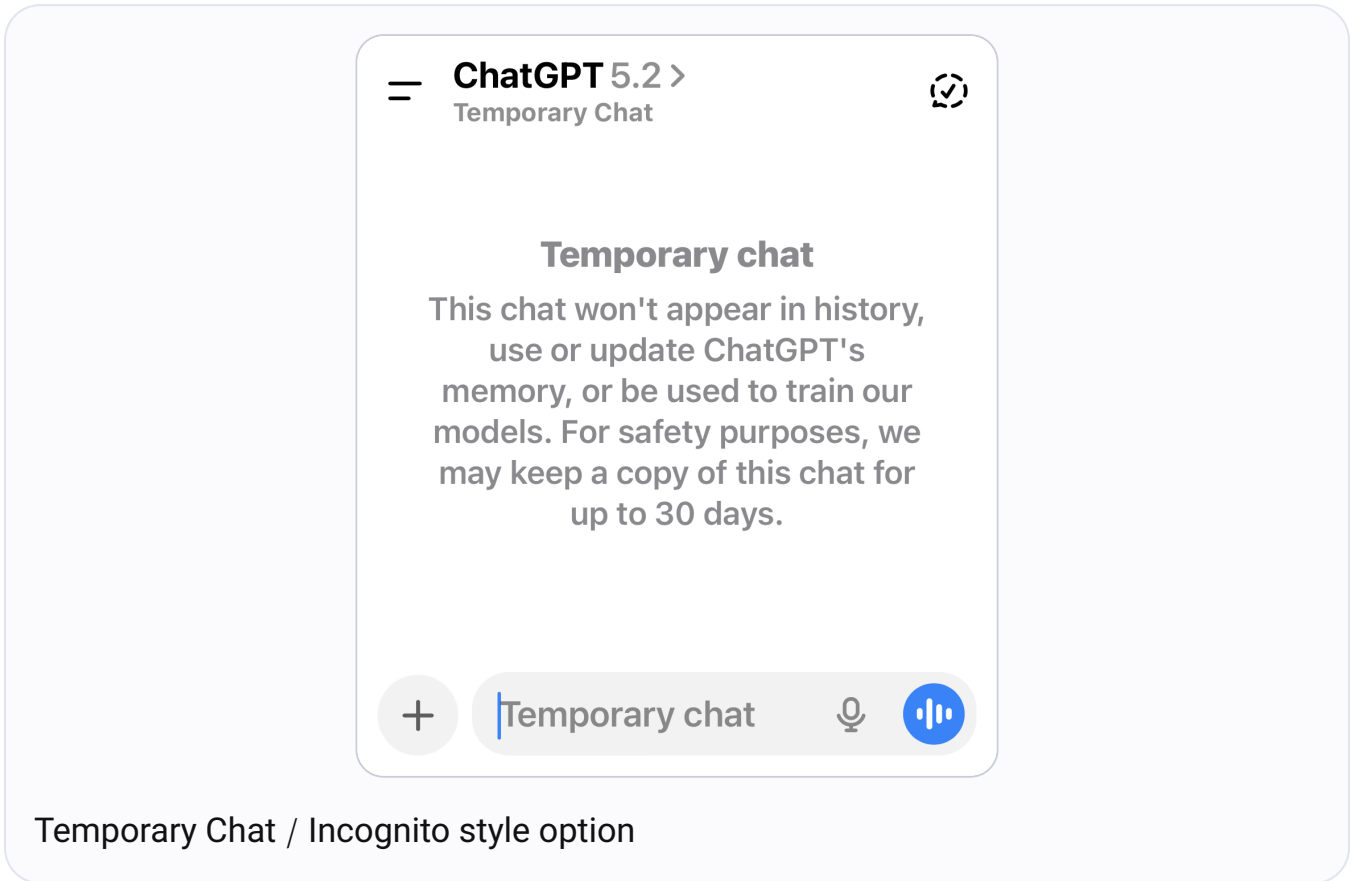
In ChatGPT, OpenAI explains that you can control saved memories, delete them, clear all, or turn memory off in settings. It also describes 'Temporary Chat' as a way to chat without using saved memory.

Practical recommendation for beginners

If you are not sure, turn memory off until you feel comfortable. You can still use AI perfectly well without it.

How to use a 'temporary' or 'one-off' chat

If you are discussing something sensitive (even if you have removed private numbers), a temporary chat can be a good habit. The idea is: do not let the tool treat that conversation as something to remember.



• **How to check important information (the check method)** -

When something matters, use this simple method. It takes seconds and prevents most mistakes.

- Check logic: 'Does this make sense? Does it match what I already know?'
- Check source: look up the key detail on an official website or document (or call the organisation).
- Check wording: if you will send the text to someone, read it out loud. If it sounds odd, ask the AI to rewrite it.

Verification prompt (copy/paste)

```
Before I trust this answer, please:  
1) List any assumptions you made.
```

2) Tell me which parts you are not sure about.

3) Suggest how I can verify the most important detail.

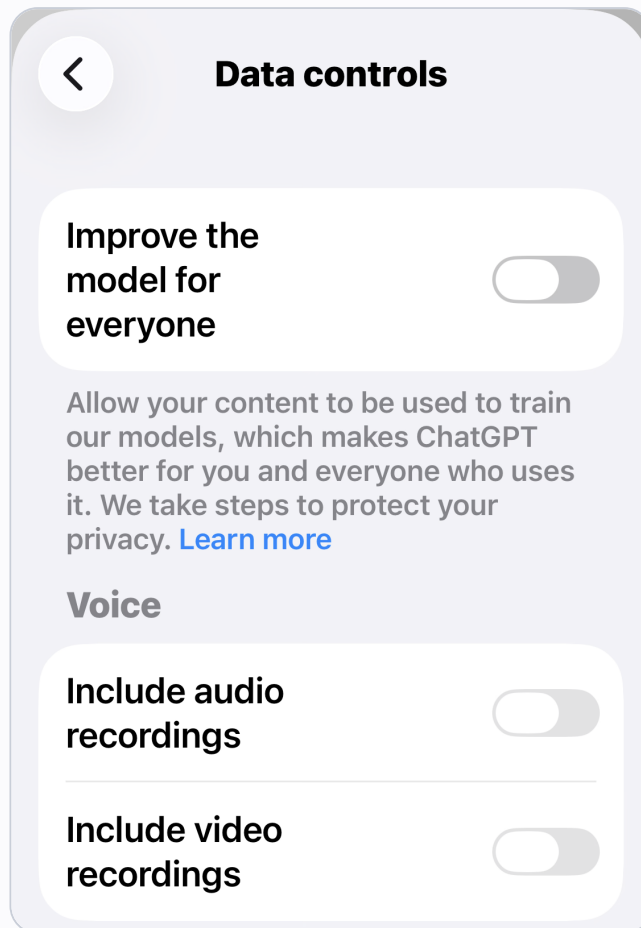
. **If the AI gives a worrying answer**

Sometimes an AI might misunderstand you and respond with something alarming. This is usually a misunderstanding, not a prediction.

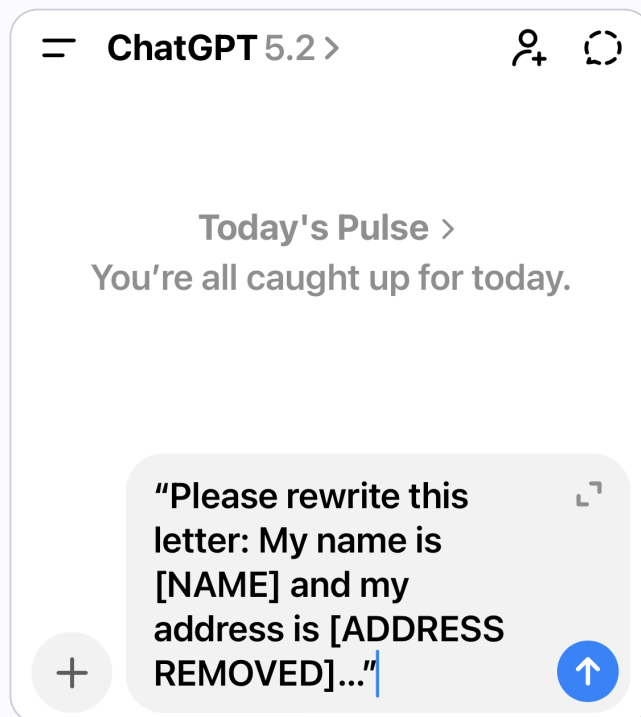
- . Do not panic. Re-read your question: did it include enough context?
- . Ask it to explain why it said that.
- . Ask for a cautious version: 'Answer conservatively and tell me what you are unsure about.'
- . If it is about health or safety, speak to a qualified professional.

. **Screenshots for Module**

These screenshots help older adults feel in control:



Settings screen (privacy or data controls)



Example of redacting a message (placeholders)

≡ ChatGPT 5.2 > ✎ ...

"Hi, your parcel is held.
Pay \$2.99 at this link to
release it."

Is this likely a scam?
List red flags and what I
should do next.

Yes — this is **almost certainly a scam.**

These "small fee to release your parcel" messages are one of the most common SMS phishing (smishing) scams in Australia right now.

Scam analysis example (safe, redacted)

Module : ChatGPT step-by-step (beginner friendly)

In this module you will learn the basic 'buttons and habits' for ChatGPT. By the end you will be able to start a chat, ask good questions, copy the answer, and stay in control of your privacy.

Good news

You do not need to learn every feature. For everyday life, the basics get you % of the benefit.

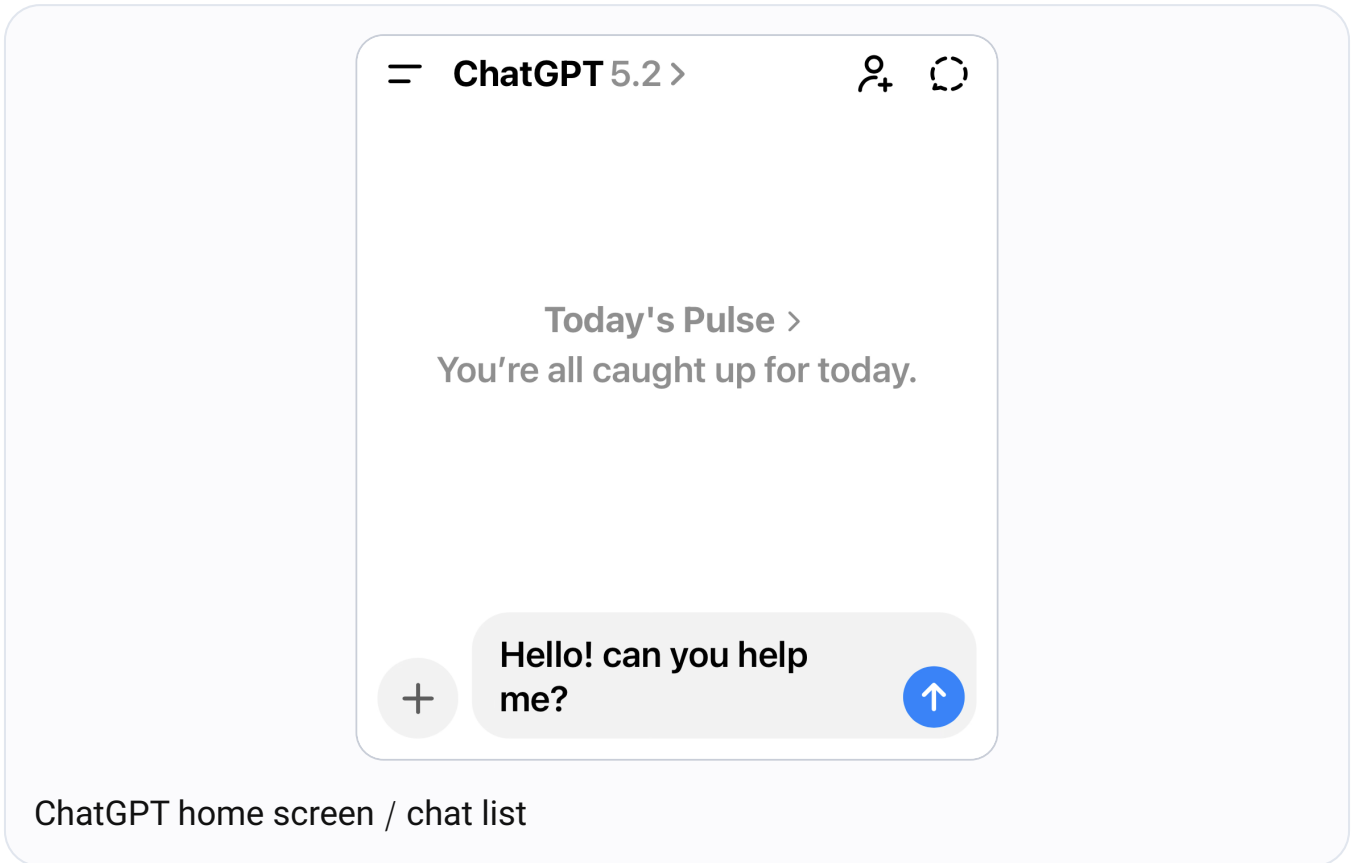
• What you need

- An internet connection
- A phone, tablet, or computer
- A ChatGPT account (free is fine to start)

• Opening ChatGPT

You can use ChatGPT in a web browser or in the app. The experience is very similar.

- On a phone/tablet: open the ChatGPT app.
- On a computer: open your web browser and sign in to ChatGPT.

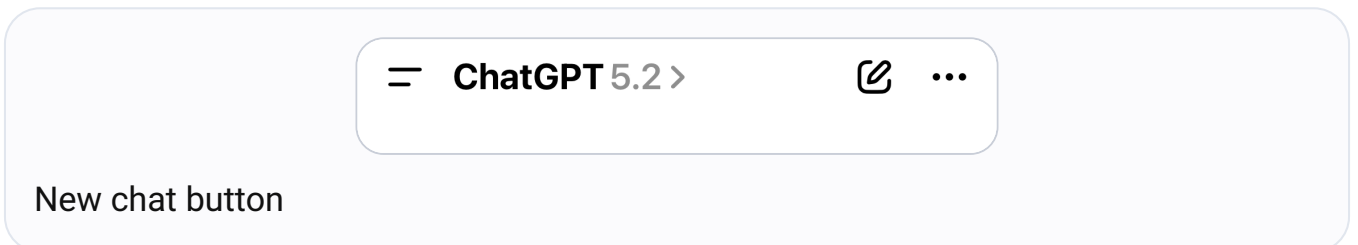


ChatGPT home screen / chat list

• Starting a new chat

Most people get better results by starting a new chat for a new topic. It keeps things clean and avoids confusion.

- Tap or click New chat (sometimes shown as a pencil icon).
- Look for the message box at the bottom of the screen.
- Type your request, then send it.



New chat button

• Your first message (a safe starter)

Try this prompt. It is useful, safe, and it shows you how the conversation style works:

Starter prompt

```
I am new to AI. Please explain what you can help with in everyday
```

Now practise a follow-up:

Follow-up prompt

```
Thanks. Pick the top 3 and give me an example for each.
```

• If you get a 'too long' or 'too complicated' answer

You can steer the style. You are allowed to be bossy. In fact, the AI prefers it.

- Rewrite that in simpler words.
- Give me the short version first, then the long version.
- Answer in dot points only.
- Use a friendly tone. No jargon.

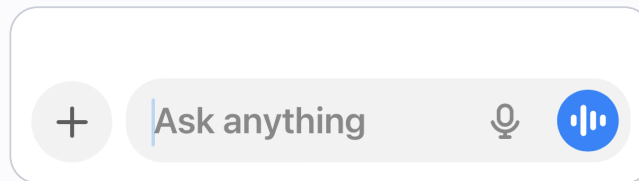
A useful mindset

Think of ChatGPT like a keen intern: fast, enthusiastic, sometimes overconfident. You still do the final check.

• **Talking instead of typing (voice)**

If typing is uncomfortable, voice can be a game changer. Many people find it more natural.

- Look for a microphone icon near the message box.
- Tap it and speak normally.
- If you forget something, add it in a follow-up message.



Microphone / voice button

• **Using photos and files**

ChatGPT can often read what you upload (depending on your plan and settings). This is useful for things like:

- A photo of a confusing instruction sheet (with personal details removed)
- A letter you want summarised (remove identifying details first)
- A document you want turned into a checklist

Privacy reminder

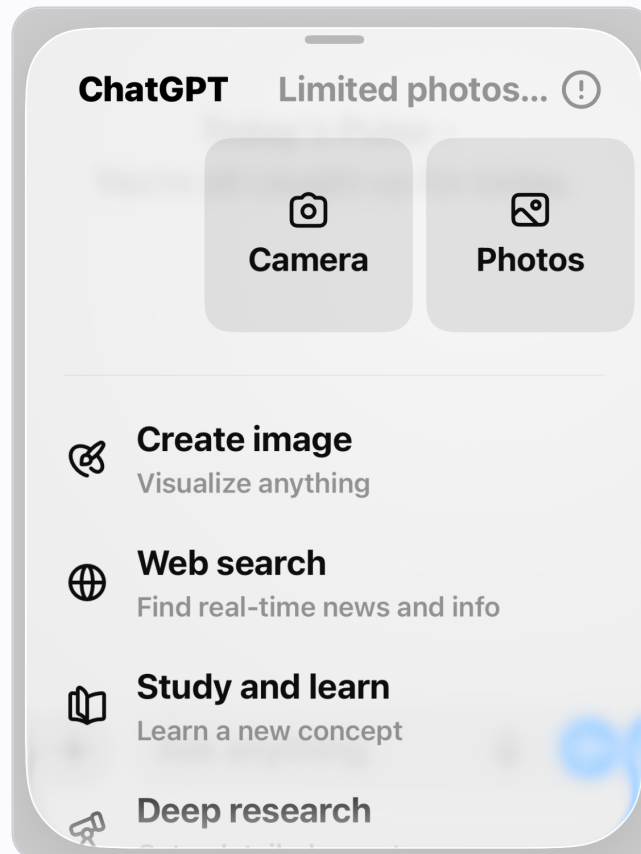
Before uploading, remove or cover personal details. Do not upload IDs, bank statements, or documents that contain sensitive numbers unless you fully understand the risks and settings.

- Look for an attachment or plus icon near the message box.
- Choose a photo or file to upload.

. In your message, tell the AI what you want it to do with it.

File prompt example

Please summarise this document in plain English. Then list any a



Upload / attachment button

. **Tools you might see (and what they mean)**

ChatGPT sometimes shows extra tools. The exact layout changes, but the ideas stay the same.

- Search: helps the AI look things up. Useful when you want up-to-date info.
- Data analysis: useful for tables, budgets, basic spreadsheet-style work, and checking numbers.
- Vision: helps with understanding images and screenshots.

- Study mode: a learning mode that guides you step-by-step instead of just giving answers.

If you do not see these tools, do not worry. You can still use ChatGPT very effectively with normal chat.

- **Study Mode (optional, but great for learning)**

OpenAI introduced a 'study mode' designed to guide you step-by-step rather than giving a quick answer. If you are learning something new, this can reduce confusion and help you remember what you learned.

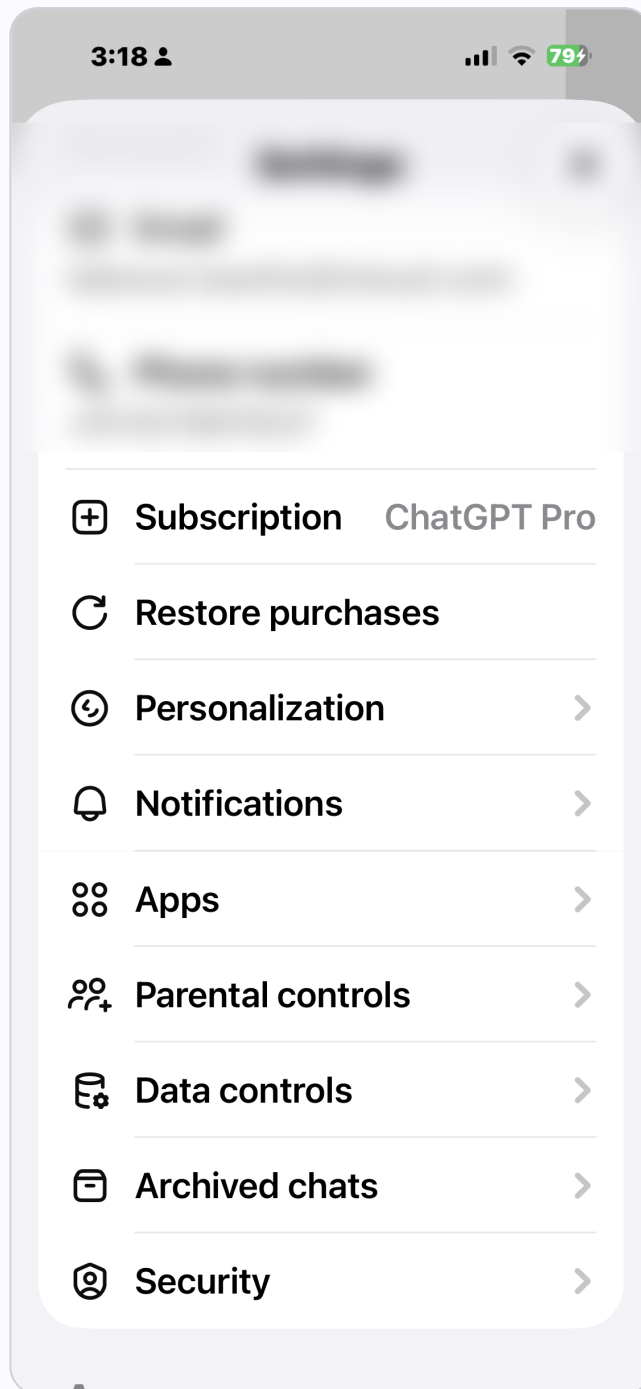
Study Mode style prompt

```
I want to learn this step-by-step. Ask me questions as we go and
```

- **Memory and Temporary Chat (staying in control)**

ChatGPT may offer memory features. If memory is on, ChatGPT may remember certain details you have asked it to remember, to help in future conversations.

The important part is: you are in control. You can turn memory off, delete individual memories, clear all memories, or use a temporary chat for a one-off conversation.



Memory settings

• Copying, sharing, and saving answers

Most people use AI answers in other places: emails, documents, notes, messages. Here are simple ways to save them.

- Copy/paste: highlight the answer, copy it, then paste it into Notes or Word.

- Ask for the exact format you need: 'Write this as an email with a subject line.'
- Ask for a shorter version before copying: 'Reduce this to _____ sentences.'

Polish prompt (very useful)

Rewrite this to be clearer and more polite. Keep the meaning the

[PASTE YOUR TEXT HERE]

• Common beginner mistakes (and how to fix them)

- Mistake: being too vague. Fix: add _____ details and ask for a format.
- Mistake: trusting it blindly. Fix: use the _____-check method from Module _____.
- Mistake: giving too much private information. Fix: redact and use placeholders.
- Mistake: trying to do everything in one message. Fix: do it in small steps.

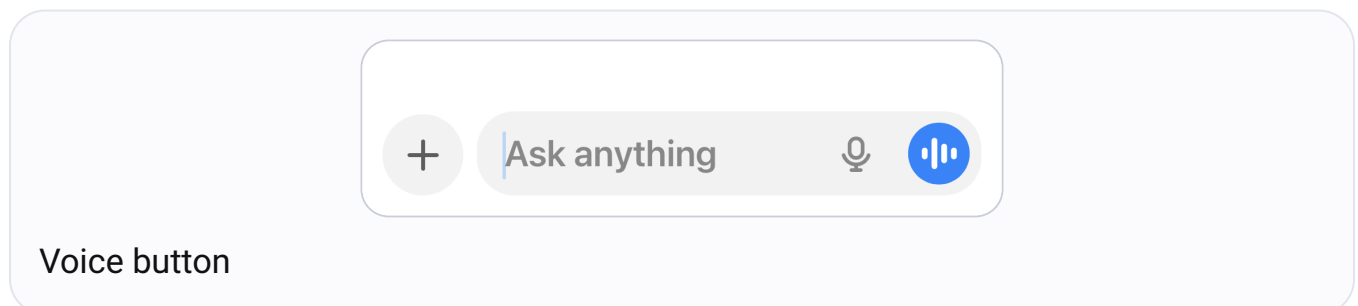
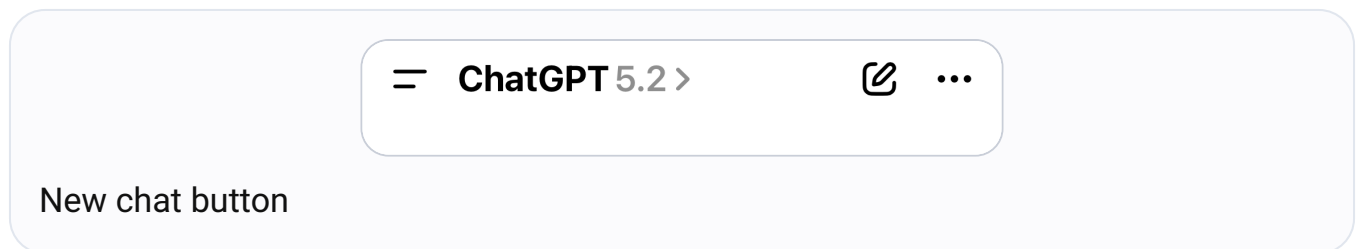
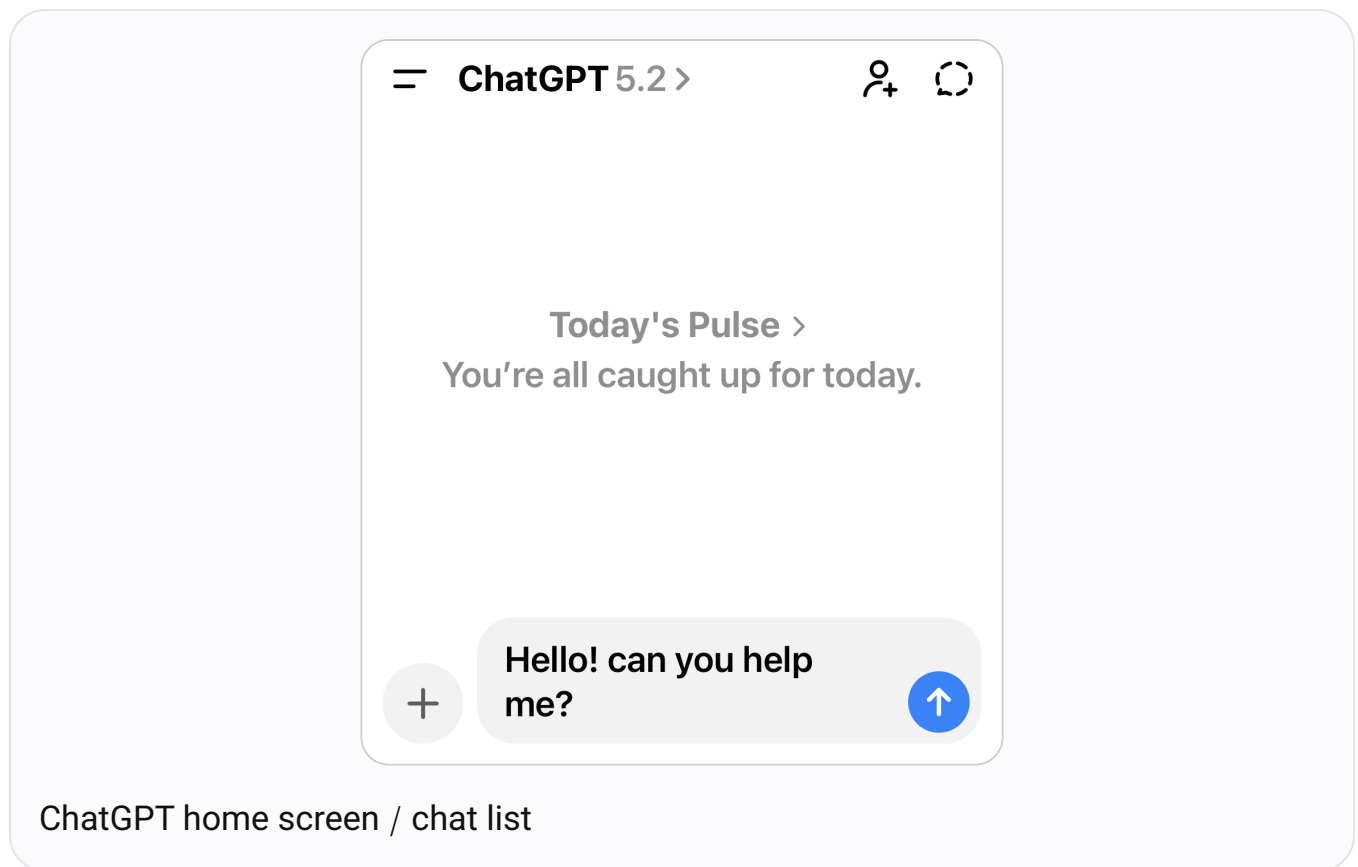
• Practice tasks (ChatGPT)

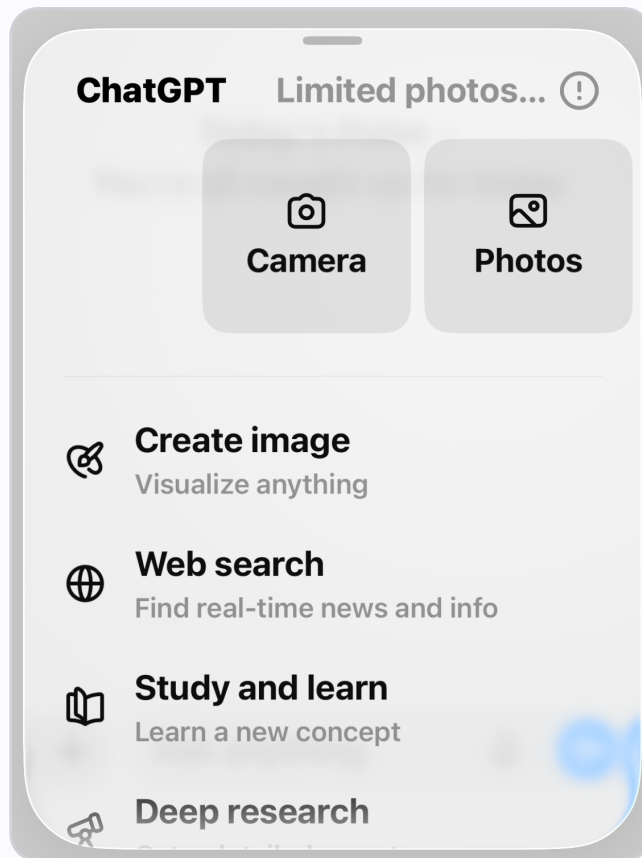
Do these in order. They are designed to build confidence.

- Write a short message: 'Write a friendly text to confirm lunch tomorrow at _____ : _____.'
- Refine: 'Make it warmer, but still short.'
- Make a checklist: 'Checklist for preparing for a family dinner for _____ people.'
- Summarise: paste a paragraph you wrote and ask: 'Summarise this in _____ dot points.'
- Safety habit: take a suspicious text message and ask for scam red flags (with personal info removed).

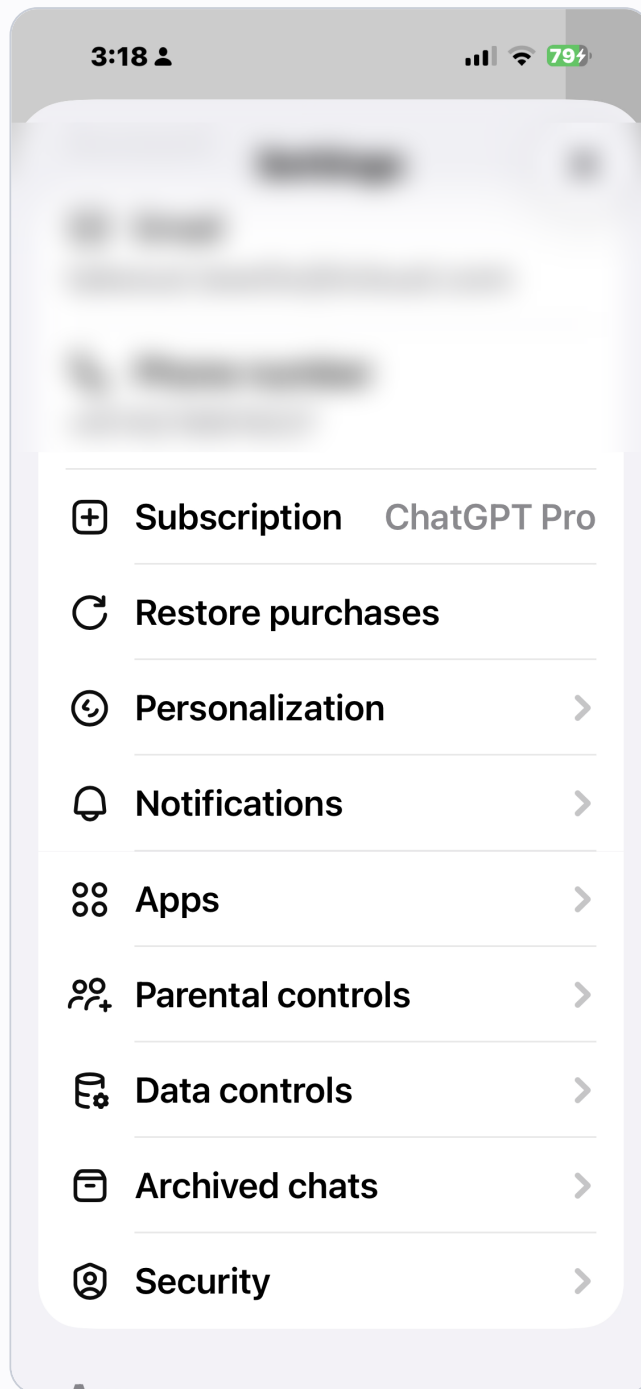
Screenshots for Module

These screenshots make the steps feel real:





Upload button / file picker



Memory settings

☰ ChatGPT 5.2 > ✎ ⋮

Write a friendly text message to my neighbour thanking them for bringing my bin in. Keep it under 25 words.

Thanks so much for bringing our bin in today, really appreciate it. Shout if you ever need a hand with anything!

Make it even shorter and a little funnier.

Thanks for saving our bin from a life on the streets 😂 Much appreciated!

Example conversation: prompt -> answer -> follow-up

Module : Gemini step-by-step (beginner friendly)

Gemini is Google's everyday AI assistant. Like ChatGPT, you can ask questions, draft messages, and get help explaining things. In this module we focus on practical everyday use, not technical features.

You do not need to pick a 'winner'

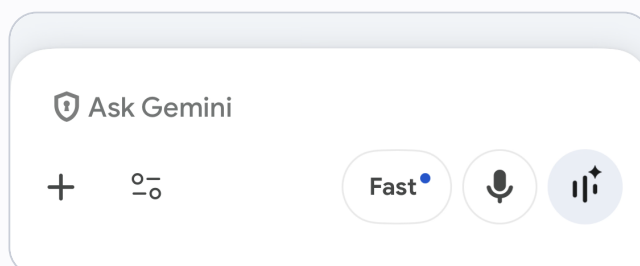
Many people use both. If one gives a confusing answer, you can try the same question in the other tool.

• What you need

- An internet connection
- A phone, tablet, or computer
- A personal Google Account to sign in

• Opening Gemini

- On a phone/tablet: open the Gemini app (or Gemini inside the Google app, depending on your device).
- On a computer: open your web browser and sign in to Gemini.



Gemini home screen / prompt box

• **Start a new chat**

Gemini works best when you treat each topic like its own conversation.

- Open Gemini.
- Tap New chat (or the equivalent).
- Type your request in the message box.
- Send it.

• **Your first message (a safe starter)**

Starter prompt

I am new to AI. Give me 10 ways you can help in everyday life. U

Follow-up prompt:

Follow-up prompt

Pick the best 3 for a beginner and give me an example request I

• **Talking instead of typing: Gemini Live**

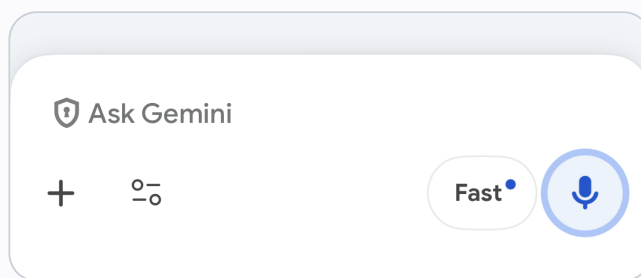
Gemini offers a voice experience called Gemini Live. It is designed for natural back-and-forth conversation, like talking it out.

When voice is helpful

Voice is great for people who dislike typing, have sore hands, or simply think better out loud.

- Look for a microphone or Live option.

- Start speaking normally.
- If you need to correct yourself, just say so and continue.



Gemini Live button

• **Uploading a photo or file**

Like ChatGPT, Gemini can often work with uploaded images and files. It can be useful for:

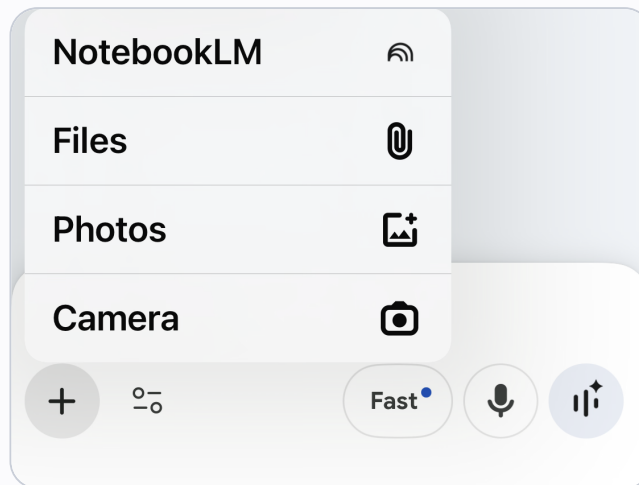
- Summarising a letter (after removing personal details)
- Explaining a screenshot of a confusing setting
- Turning notes into a cleaner message or checklist

Privacy reminder

Do not upload sensitive documents containing ID numbers, bank details, or private health records unless you understand the privacy settings and are comfortable with the risk.

Upload prompt example

Please read this and explain it in plain English. Then list any



Upload button

• **Deep Research (optional)**

Gemini includes a feature called Deep Research that can browse many websites and create a multi-page report. This can be useful when you want a structured overview of a topic.

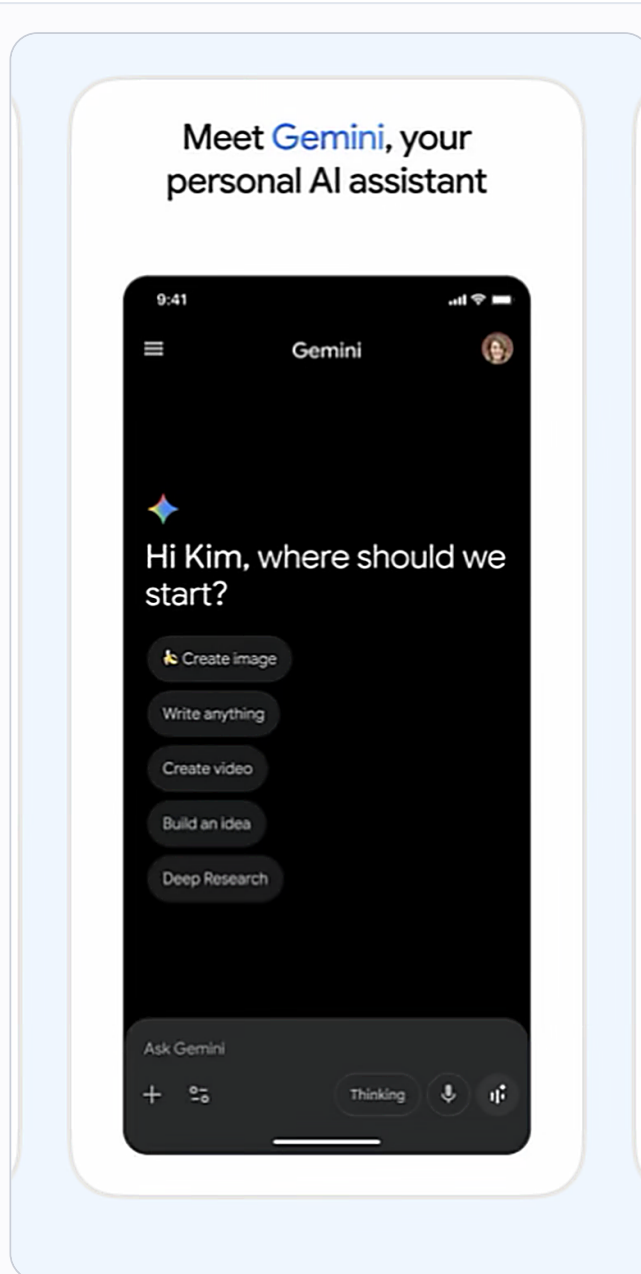
A practical beginner use

Deep Research is great for things like: 'Compare mobility scooters - what should I look for?' or 'Explain the difference between types of hearing aids.'

Deep Research style prompt

Create a simple beginner-friendly report on: [TOPIC].

Include: key terms explained, pros and cons, what to watch out for



Deep Research option

• Gemini with Google apps (optional)

Depending on your plan and region, Gemini can connect with Google services like Gmail, Calendar, Maps, YouTube, and Photos to help you find information without switching apps.

Be deliberate

Connecting apps can be convenient, but it also increases what you are allowing the tool to access. Only turn on connections you actually want.

• **Limits: what it means when Gemini says you have reached a limit**

Gemini can have usage limits based on your plan. When you hit a limit, it usually means you need to wait for your capacity to refill, or you can upgrade to a plan with higher limits.

What to do when you hit a limit

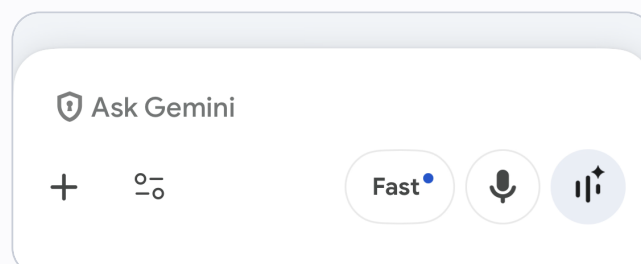
Try smaller messages, upload fewer files, or wait and continue later.

• **Practice tasks (Gemini)**

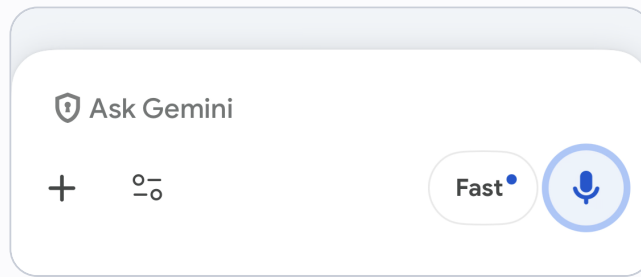
These tasks build confidence without needing advanced features:

- Draft a polite email asking a business to confirm an appointment time.
- Explain a confusing letter in dot points (use a redacted excerpt).
- Create a weekly meal plan with simple ingredients.
- Ask for a travel day plan with rest breaks and a packing list.
- Ask for a scam check on a suspicious text (with personal info removed).

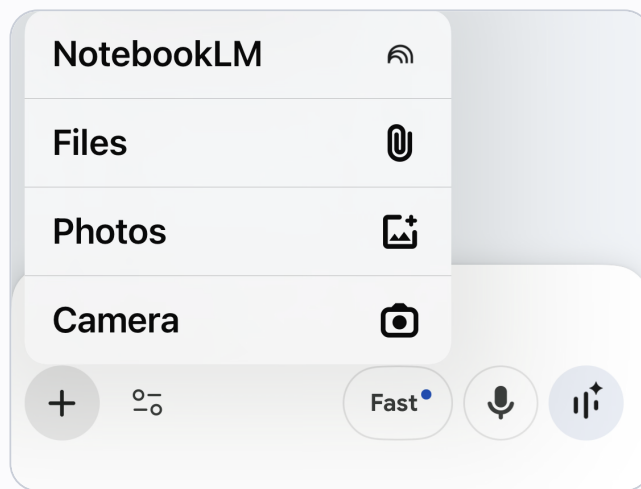
• **Screenshots for Module**



Gemini home / prompt box

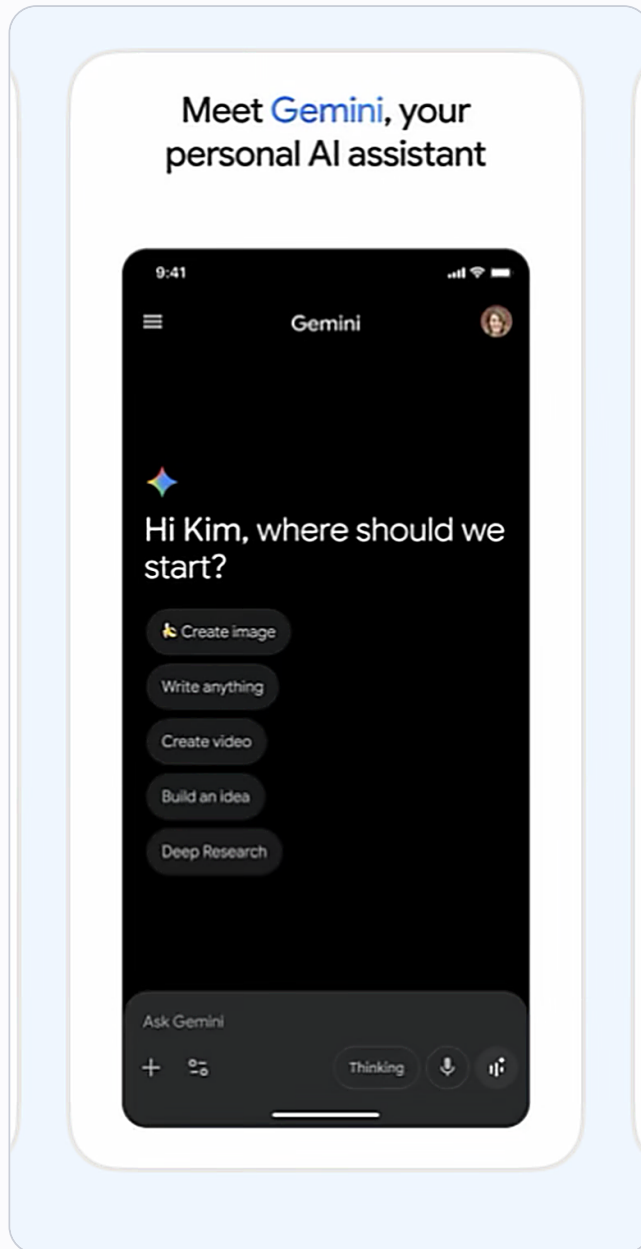


Gemini Live (voice) option



Upload button / file picker

Meet **Gemini**, your personal AI assistant



Deep Research option

☰ Spaghetti Bolognese Sho... ✎

Make a simple shopping list for spaghetti bolognese for 4 people.



Making a great Spaghetti Bolognese is all about the balance between the hearty meat and the acidic tomatoes. For four people, here is a streamlined list of what you'll need to grab from the store.

The Essentials

- **Protein:** 500g Ground Beef (80/20 lean-to-fat ratio is ideal for flavor).

Now make it cheaper and include one vegetarian option.



Google Keep ▾



OK. I've created a budget-friendly shopping list for you, including lentils as a vegetarian protein option.

📌 Google Keep

Budget Spaghetti Bolognese Sho...

8 items

500g Budget Spaghetti

500g Ground Beef (Value Pack)

1 can Crushed Tomatoes



1 Large Onion

Example conversation: prompt -> answer -> follow-up

Module : How to write great prompts (without feeling silly)

A prompt is just what you type (or say) to the AI. You do not need special 'AI language'. The trick is to be clear, give a little context, and ask for the format you want.

A gentle truth

If you can order coffee and explain how you like it, you can write prompts. AI is basically a cafe where the menu is infinite and sometimes the barista improvises.

• The Prompt Sandwich (a simple method)

Here is a method that works for almost everything. Think of it as a sandwich:

- Top slice: the job (what you want).
- Middle: the important details (context, facts, constraints).
- Bottom slice: the output format (how you want it delivered).

Prompt Sandwich template

JOB: [What you want the AI to do]

DETAILS: [Key facts, who it is for, what to include/avoid]

FORMAT: [Dot points / email / table / checklist / script]

TONE (optional): [Friendly / formal / simple / calm]

• Example: from vague to useful

Vague prompt:

Vague prompt

Help me write an email.

Better prompt (Prompt Sandwich):

Better prompt

JOB: Write an email.

DETAILS: It is to my dentist. I need to reschedule my appointment.

FORMAT: Short email under 120 words with a subject line.

TONE: Polite and simple.

Best prompt (adds a helpful constraint):

Best prompt

JOB: Write an email.

DETAILS: It is to my dentist. I need to reschedule my appointment.

FORMAT: Short email under 120 words with a subject line. End with a subject line.

TONE: Polite and simple.

• The ingredients of a strong prompt

If you ever feel stuck, add one of these:

- Goal: what you want done
- Context: who/what/where/when
- Constraints: length, tone, what to avoid, reading level
- Format: dot points, table, script, checklist
- Example: show a sample of what you like (optional but powerful)

• **The best follow-up prompts (copy/paste)**

Most people get the best result on the second or third message. Here are useful follow-ups you can reuse:

- Make it shorter (half the length).
- Make it simpler (Year reading level).
- Make it warmer and friendlier, but still clear.
- Make it more formal and professional.
- Give me versions to choose from.
- Turn this into a checklist.
- Turn this into a script I can read on the phone.
- Ask me up to questions to clarify what you need, then wait for my answers.

• **Getting the AI to ask you questions first**

This is one of the most powerful tricks for beginners. It stops the AI from guessing.

Clarifying-questions prompt

```
Before you answer, ask me up to 5 questions to make sure you und
```

• **Getting more reliable answers (reduce hallucinations)**

AI can sometimes invent details. You can reduce that risk by telling it how to behave.

- Tell it to say 'I don't know' when unsure.
- Tell it not to guess dates, prices, or policies.

- Ask it to list assumptions.
- Ask it to give you a verification checklist.

Anti-guessing prompt

If you are not sure, say so. Do not guess. If you make any assum

• Asking for a specific output style

A lot of frustration comes from answers that are the wrong shape. You can fix that by asking for format up front.

- Dot points (good for clarity)
- A table (good for comparisons)
- A short email (good for sending)
- A phone call script (good for nerves)
- A step-by-step checklist (good for action)

Format prompt example

Explain this in a 2-column table: left side 'In plain English',

• Prompting for numbers (carefully)

AI can do basic maths, but it can also make mistakes. If you need accurate numbers:

- Provide the numbers clearly.
- Ask it to show the calculation steps.
- Check the result yourself (or ask it to re-check).

Numbers prompt example

Here are my weekly expenses: groceries \$180, petrol \$60, phone \$.

1) Add them up.

2) Show your working.

3) Then suggest one place I could reduce costs by \$10 without be:

. **Practice lab (short exercises)**

Do these one at a time. They build skill quickly.

- . Write a polite text message to confirm an appointment time.
- . Rewrite a paragraph to be clearer and shorter.
- . Turn a messy list of tasks into a checklist.
- . Explain a confusing term in simple language with an example.
- . Ask the AI to ask you clarifying questions before answering.
- . Get alternative versions of the same email (friendly, neutral, formal).
- . Ask for a plan with steps and a timeline.
- . Ask for pros and cons of a decision you are considering.
- . Ask for a script to call a company and ask for help.
- . Ask the AI to verify itself: assumptions + what to double-check.

• **Screenshotss for Module**

Vague prompt Email Assistance: Context... 


Help me write an email.



I'd be happy to help you with that! To make sure the tone and content are spot on, I just need a little bit of context:

- Who is the recipient? (e.g., your boss, a client, a friend, or a customer service rep)
- What is the "Big Idea"? (e.g., asking for a raise, apologizing for a late project, or inviting someone to a party)

Better prompt  Email Assistance: Context... 

Write a polite email to my strata manager asking when the fire alarm testing is sch... 



Subject: Inquiry: Upcoming Fire Alarm Testing Schedule

Dear Strata Manager,

I hope you're having a good week.

I am writing to inquire about the upcoming fire alarm testing schedule for our building. Could you please let

Example: bad prompt vs better prompt

The screenshot shows a Gmail interface with a draft titled "Email Assistance: Context...". A light blue prompt bubble contains the text: "Make it shorter, friendlier, and remove any assumptions." Below the prompt, a blue star icon and a speaker icon are visible. The email body text is as follows:

Subject: Fire alarm testing schedule?

Hi [Strata Manager Name],

I hope you're doing well!

I'm just reaching out to see if the dates for the next fire alarm testing have been scheduled yet. I'd love to keep the timing in mind for my planning.

Please let me know if there are any updates. Thanks for your help!

Best regards,

Below the text, there is a circular button with a downward arrow. At the bottom of the draft, the "Ask Gemini" interface is visible, including a shield icon, the text "Ask Gemini", a plus sign, a minus sign, a "Fast" button, a microphone icon, and a refresh icon.

Example: follow-up prompt refining the answer

☰ Email Assistance: Context... ✎

Before you answer, ask me 5 questions so you can get it right.



I love the commitment to getting it perfect. To make sure this email hits the exact right note with your strata manager, tell me:

1. What is the manager's name? (Or do you prefer a generic "Hi there"?)
2. How "friendly" are we talking? (e.g., "warm professional" vs. "we're on a first-name basis and chat in the lobby.")
3. Is there a specific reason you're

🛡️ Ask Gemini



Fast



Example: asking the AI to ask questions first

Module : Prompt Library (copy/paste)

This module is a big collection of ready-to-use prompts for everyday life. Copy one, change the parts in brackets, and press send.

Tip: If the answer is too long, reply with: 'Make it shorter.'

Privacy reminder

Replace names, addresses, account numbers, and reference numbers with placeholders like [NAME] or [NUMBER REMOVED].

• Messages and emails (everyday communication)

Use these for texts, emails, and polite replies. Ask for 'different versions' if you want options.

Thank you message (short)

Write a short thank you text to [NAME] for helping me with [THING].

Reschedule an appointment (polite)

Write a polite email to [BUSINESS] to reschedule my appointment.

Reply to an invitation (yes)

Write a friendly reply accepting an invitation to [EVENT]. Keep it short.

Reply to an invitation (no, politely)

Write a friendly reply declining an invitation to [EVENT]. Thank

A calm complaint email

Write a calm, respectful complaint email to [BUSINESS] about [ISSUE].

Ask for a refund (firm but polite)

Write an email asking [BUSINESS] for a refund because [REASON].

Condolence message

Write a short condolence message to [NAME] about the loss of [PERSON].

Thank-you card message

Write a thank-you note for a card. I want it to sound genuine and

Set a boundary (kindly)

Write a message to [NAME] saying I cannot do [THING] right now.

Follow-up after no reply

Write a polite follow-up email asking if they saw my previous me

Health admin (not medical advice)

These prompts help you prepare for appointments and understand general information. They are not a replacement for a doctor or pharmacist.

Prepare GP questions

I have an appointment about [SYMPTOM/ISSUE]. Help me prepare:

- 1) A short summary I can read to the GP.
- 2) A list of questions to ask.
- 3) Any warning signs that mean I should seek urgent care (general)

Medication leaflet - simplify

Explain this medication leaflet in plain English. Focus on: what

[PASTE TEXT HERE]

Specialist referral questions

I have been referred to a specialist for [CONDITION]. Give me a

Track symptoms

Create a simple daily symptom tracker for [ISSUE]. Include what

Explain a test in simple terms

Explain what a [TEST NAME] is and why it is done, in simple lang

Prepare pharmacy questions

I am picking up a new medicine. Give me a short list of question

Exercise plan - gentle

Suggest a gentle, low-impact weekly activity plan suitable for a

Dietary questions

Give me general, non-medical suggestions for meals that might su.

Appointment follow-up summary

Help me write a short summary of what my doctor said, based on t

[PASTE NOTES HERE]

Understanding letters, bills, and forms

These prompts help you turn confusing letters into clear actions. Always remove personal details first.

Summarise a letter and next steps

Summarise this letter in plain English. Then list:

- 1) What it is about
- 2) What I need to do
- 3) Any deadlines
- 4) Questions I should ask

[PASTE REDACTED LETTER HERE]

Explain a bill

Explain this bill in simple language. What are the main charges?

[PASTE BILL TEXT WITHOUT ACCOUNT NUMBERS]

Turn a form into a checklist

Turn this form into a step-by-step checklist of what I need to f.

[PASTE FORM QUESTIONS HERE]

Write a reply requesting clarification

Write a polite email asking for clarification about this letter.

[PASTE REDACTED LETTER EXCERPT]

Translate jargon into plain English

Translate these terms into plain English with a one-sentence exam

[PASTE TERMS HERE]

Phone call script to a company

Create a short phone call script to call [ORGANISATION] about th.

[PASTE SUMMARY HERE]

Travel and outings (accessible, low stress)

Use these for planning without overwhelm. Ask for 'a slower day' if you need it.

Simple day itinerary

Plan a relaxed day out in [PLACE]. Include: morning, lunch, after

Packing list

Create a packing list for a [NUMBER]-day trip to [DESTINATION] in

Travel questions to ask the hotel

Give me a checklist of questions to ask a hotel about accessibil

Restaurant message

Write a short message to a restaurant to book a table for [NUMBE

Budget travel plan

Help me plan a budget-friendly weekend away. Give me: transport

Jet lag / fatigue plan

Give me general tips for reducing travel fatigue. Keep it practi

Cooking, shopping, and meal planning

Great for simple meals, shopping lists, and using what you already have.

Dinner from the fridge

I have: [LIST INGREDIENTS]. Suggest 3 simple dinner ideas. Include

One-pot meals

Give me 5 easy one-pot dinner ideas. Keep ingredients common and

Weekly meal plan (simple)

Make a simple weekly meal plan for 1 person. Include breakfast,

Recipe rewrite (simpler)

Rewrite this recipe to be easier to follow. Number the steps and

[PASTE RECIPE HERE]

Diet preference adjustment

Suggest a version of this meal that is [LOW SALT/LOW SUGAR/VEGET.

[MEAL NAME]

Batch cooking plan

Create a batch-cooking plan for 2 hours on Sunday. I want 4 dinn

Technology help (phones, computers, TV)

AI is good at talking you through steps. If it uses a word you do not know, reply with: 'Explain that word.'

Step-by-step phone setting help

Explain step-by-step how to [TASK] on a phone. Keep it slow. After

Wi-Fi troubleshooting checklist

Give me a simple checklist to troubleshoot Wi-Fi problems at home

Explain an error message

Explain what this error message means in plain English and what

[PASTE ERROR MESSAGE HERE]

Create strong passwords (guidance)

Give me safe advice for creating strong passwords I can remember

Email organisation plan

Help me organise my email inbox. Give me a simple plan using folders

How to avoid fake apps

Give me tips to avoid fake or scam apps when downloading something

• Money and budgeting (cautious, practical)

AI can help with organising numbers and building a plan. For investing advice, speak to a professional.

Weekly budget table

Create a simple weekly budget table. Categories: housing, groceries,

Cut costs realistically

Here are my monthly costs: [LIST]. Suggest 5 realistic ways to reduce

Explain a finance term

Explain what [TERM] means in plain English. Then give a simple example

Bill negotiation script

Write a phone call script to ask [COMPANY] for a better deal. Include

Compare two options

Help me compare these two options in a table with pros/cons and costs

Option A: [DETAILS]

Option B: [DETAILS]

Track spending habit

Create a simple spending tracker I can use daily. Keep it easy: categories,

Learning and hobbies

Use AI as a tutor that explains gently, with examples.

Explain a topic gently

Explain [TOPIC] in simple terms. Use an everyday example. Then a

Book discussion helper

I am reading [BOOK]. Give me discussion questions and a short su

Language practice

Help me practise [LANGUAGE]. Ask me 5 simple questions and corre

Gardening advice (general)

Give me general beginner tips for growing [PLANT] in a backyard.

Photography basics

Teach me the basics of taking better photos on a phone. Keep it

History explainer

Explain what happened in [EVENT] in simple terms. Then give a ti

Family history, stories, and memories

This is one of the most enjoyable uses: turning memories into stories, notes, and messages.

Turn notes into a story

Turn these notes into a short story I can share with my family.

[PASTE NOTES HERE]

Interview questions for grandparents

Give me 25 gentle interview questions to ask an older family member.

Write a letter to a grandchild

Help me write a letter to my grandchild about what I have learned from my life.

Memory timeline

Help me create a simple timeline of my life based on these notes.

[PASTE NOTES HERE]

Eulogy draft (sensitive)

Help me draft a respectful eulogy for [NAME]. Keep it kind, honest, and touching.

Family recipe write-up

Help me write up this family recipe clearly so others can follow.

[PASTE RECIPE HERE]

Scam and safety prompts (copy/paste)

Use these when something feels off. Remove personal details first.

Text message scam check

Is this message likely to be a scam? Identify red flags and suggest

[PASTE MESSAGE]

Call script to verify safely

Write a short script I can use to call the real organisation to

Website safety check

Here is a website address: [PASTE]. What signs should I look for

Door-to-door sales pressure

I had a door-to-door salesperson offering [THING]. Give me a pol.

Facebook marketplace safety tips

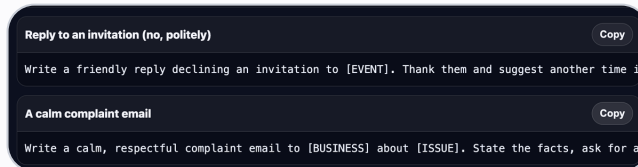
Give me safety tips for buying or selling something on Facebook

Family 'urgent money' scam

Give me a checklist to verify if an urgent message claiming to be

Screenshots for Module

If you add screenshots, keep them simple: show the prompt, show the answer, and show the follow-up prompt.



Prompt library example section

Home admin, errands, and life logistics

These prompts help with practical day-to-day organisation: cleaning, shopping, appointments, and to-do lists.

Weekly to-do list (gentle)

Help me make a gentle weekly to-do list. I have these tasks: [LIST]

Declutter one drawer (small steps)

I want to declutter one drawer. Give me step 1 only. Wait for me

Cleaning checklist (room by room)

Create a simple cleaning checklist for my home. Separate by room

Grocery list from meal plan

Here is my meal plan: [PASTE]. Turn it into a grocery list group

Plan a 'big day out' with rests

Plan a day out that includes at least two rest breaks. Include w

Reminder message to myself

Rewrite this note to myself so it is clearer and easier to follow

[PASTE NOTE]

Home maintenance questions

I need to hire someone for [TASK] (plumber/electrician/handyman)

Compare quotes template

Create a simple template to compare two quotes from tradespeople

Plan a family gathering

Help me plan a family gathering for [NUMBER] people. Create a ch

Write a polite note to neighbours

Write a polite note to my neighbours about [TOPIC]. Keep it calm

Confidence in conversations (social scripts)

If you feel nervous, AI can help you practise what to say. These are templates, not therapy.

Phone call practice

Help me practise a phone call to [ORGANISATION] about [ISSUE]. W

Ask for help (without feeling awkward)

Write a short message asking [NAME] for help with [TASK]. Make i

Say no politely

Give me 5 ways to say no politely to this request: [REQUEST]. Ke

Boundary setting (family)

Help me write a message to a family member about a boundary. The

Apology message

Write a short apology message for [SITUATION]. Take responsibili

Difficult conversation prep

I need to talk to someone about [TOPIC]. Help me prepare: what t

Thank someone properly

Help me write a heartfelt thank-you note to [NAME] for [THING TH

Small talk ideas

Give me 10 simple small-talk questions for meeting new people at

Follow-up after conflict

Write a calm follow-up message after a misunderstanding. Aim to

Practice for a meeting

I have a meeting about [TOPIC]. Help me prepare: my goal, my key

Brain games and gentle mental exercise (for fun)

AI can create quizzes and puzzles. Keep it light - and remember: the AI might occasionally get trivia wrong, so treat it as entertainment.

Custom trivia quiz

Create a 10-question trivia quiz on [TOPIC]. Multiple choice. In

Daily word game

Give me a daily word game: 5 clues and I guess the word. Start e

Memory exercise

Give me a simple memory exercise I can do in 5 minutes. Keep it

Crossword-style clues

Give me 10 crossword-style clues (mixed difficulty) and provide

Math warm-up (gentle)

Give me 10 gentle mental maths questions. Start easy. Include an

History quiz (Australia)

Create a 10-question quiz about Australian history. Include answ

Book club questions

Give me 12 book club questions for [BOOK] without spoilers.

Music nostalgia list

Give me a list of 20 popular songs from the decade [DECADE]. The

Learning plan

Help me learn [TOPIC] in 10 minutes a day for 2 weeks. Make a si

Explain a joke

Explain this joke and why it is funny (if it is funny): [PASTE J

Photos, hobbies, and creative projects

If you upload a photo, ask a specific question about it. Remember: do not upload private documents or IDs.

Photo description (accessibility)

Describe this photo in detail. Then summarise it in one sentence

Photo-based gift idea

I am sharing a photo of [THING/PERSON]. Suggest a thoughtful gift

Craft project plan

I want to start a simple craft project using [MATERIALS]. Suggest

Writing a short poem (gentle)

Write a short, light poem about [TOPIC]. Make it warm and simple

Create a greeting card message

Write 5 short greeting card messages for [OCCASION]. Keep them w

Photo organisation plan

Help me organise my photos. Give me a simple folder/album system

Create a slideshow story

I want to make a short slideshow about [EVENT]. Suggest a simple

Hobby starter kit

Give me a beginner starter kit list for [HOBBY]. Include what to

Write captions for social media (optional)

Write 10 simple captions for a photo of [TOPIC]. Keep them friend

Plan a small home project

Help me plan a small home project: [PROJECT]. Give steps, tools

Learning support (study helper prompts)

These prompts help you learn gently. If you want a tutor style, ask it to teach step-by-step and quiz you.

Teach me like a tutor

Teach me [TOPIC] step-by-step. Start with a simple overview, the

Explain like I'm new

Explain [TOPIC] as if I have never heard of it. Use a real-life

Summarise and quiz

Summarise this text in dot points, then quiz me with 5 questions

[PASTE TEXT]

Flashcards

Create 20 flashcards (question on one side, answer on the other)

Study plan

Make a 4-week study plan for learning [SKILL]. Assume I can do 1.

Ask me questions first

Before teaching me, ask me 5 questions to find my current level.

Practice problems

Give me 10 practice problems about [TOPIC]. Wait for my answers,

Explain a mistake

I got this wrong: [PASTE]. Explain where I went wrong and how to

Make a cheat sheet

Create a one-page cheat sheet for [TOPIC] with the key rules and

Reduce anxiety

Help me prepare for a test or class about [TOPIC]. Give a calm p

Shopping and buying decisions (practical, not salesy)

Use these prompts before you buy something. AI can help you think through needs and questions to ask. Always verify prices and specs on official sources.

Needs checklist before buying

I am thinking of buying a [PRODUCT]. Create a checklist of quest.

Compare two products (table)

Compare these two options in a table with pros/cons and question
Option A: [DETAILS]
Option B: [DETAILS].
My priorities are: [PRIORITIES].

Avoid scams when buying online

Give me a checklist to avoid scams when buying [PRODUCT] online.

Simple feature explanation

Explain these features in plain English and why they matter: [LIST]

Return policy questions

What questions should I ask about returns and warranty before buying [PRODUCT]?

Budget-friendly alternatives

I want [PRODUCT] but on a budget. Suggest realistic lower-cost alternatives.

Second-hand buying checklist

Create a checklist for buying [PRODUCT] second-hand. Include what to check for.

Ask for store advice script

Write a short script for asking a salesperson about [PRODUCT] with a budget of [BUDGET].

Gift buying helper

Help me choose a gift for someone who likes [INTERESTS]. Budget is [BUDGET].

Decision summary

Based on my priorities [PRIORITIES], summarise which option is b

Cars, transport, and travel safety (general information)

AI can help you prepare questions and checklists. For mechanical or safety issues, use a qualified professional.

Car problem description

Help me describe this car issue clearly to a mechanic. Symptoms:

Road trip checklist

Create a road trip checklist for a [NUMBER]-day drive. Include c

Insurance call script

Write a short script to call my insurer about [TOPIC]. Include w

Public transport plan

Help me plan a trip using public transport in [CITY]. Keep it si

Compare transport options

Compare these transport options for my needs in a table: driving

Car buying questions

Give me a checklist of questions to ask when buying a used car f

Explain dashboard warning light

Explain what this warning light usually means in general terms a

Fuel saving tips (practical)

Give practical, realistic tips to save fuel on short trips and l

Mobility support planning

Suggest practical tips for making travel easier with limited mob.

Emergency contact card

Help me write a simple emergency contact card text I can keep on

Volunteering, clubs, and community activities

AI can help you write messages, create flyers, and organise events for community groups.

Write a club announcement

Write a short announcement for our club about [EVENT]. Include d

Flyer text (simple)

Write text for a simple flyer promoting [EVENT]. Keep it friendl

Meeting agenda

Create a simple meeting agenda for our community group. Topics:

Minutes summary helper

Turn these notes into clear meeting minutes with actions and own

[PASTE NOTES]

Volunteer thank-you note

Write a thank-you message to volunteers who helped with [EVENT].

Event planning checklist

Create an event planning checklist for a small community event f

Donation request email

Write a polite email asking a local business to donate a small p

Conflict resolution (calm)

Help me write a calm message to address a small conflict in a gr

Create a simple survey

Write 10 simple survey questions to get feedback after our event

Social media post (optional)

Write 5 short social media posts promoting our event. Keep them

Online safety and digital literacy (everyday protection)

These prompts help you stay safer online. Use them as checklists, not as guarantees.

Spot a fake email

Give me a checklist to spot a fake email pretending to be from a

Password manager explanation

Explain what a password manager is in simple terms, and the pros

Two-factor authentication

Explain two-factor authentication in simple terms and why it mat

Facebook privacy basics

Give me simple steps to make my Facebook account more private. K

Recognise fake websites

Give me a checklist to recognise a fake website when shopping or

What to do after a data breach

Give me a calm checklist for what to do if I hear my email may b

Explain 'phishing' simply

Explain what phishing is and give 5 examples of common phishing

Safe downloading checklist

Give me a checklist for downloading apps safely and avoiding fake

Protect my phone basics

Give me a simple checklist to protect my phone: updates, screen

Create a family safety plan

Help me create a simple family plan for scams (code word, who to

Entertainment and media (fun, not facts)

AI can recommend books and movies, and help you explore interests. For factual claims about news, verify with reliable sources.

Movie night picker

Suggest 10 movies based on these favourites: [LIST]. Explain each

TV show summary

Give me a spoiler-free summary of the premise of [SHOW] and why

Music playlist idea

Suggest a playlist theme based on [MOOD/DECADE]. Give me 20 song

Book recommendations

Recommend 10 books similar to [BOOK]. Include genre, why it fits

Explain a news topic simply

Explain this news topic in simple terms and list what is confirmed

[TOPIC].

Debate both sides respectfully

Present both sides of this issue fairly (no insults). Then list

[ISSUE].

Plan a museum visit

Plan a relaxed museum visit in [CITY]. Include rest breaks and a

Recipe from a movie

Suggest a fun 'movie night snack' menu based on [MOVIE/COUNTRY T

Write a short speech

Write a short, warm speech for [OCCASION]. Keep it under 2 minutes

Create a quiz night

Create a simple quiz night plan for 6 people. Include 3 rounds a

Module : Free vs paid plans (ChatGPT and Gemini)

This module helps you decide whether to pay for a subscription. Most beginners should start free. Upgrade only when you know what you want and you are regularly hitting limits.

A useful mindset

Free is for learning the ropes. Paid is for heavier use, longer files, and extra features.

• First: what does 'model' mean?

Both ChatGPT and Gemini run on AI models. A model is a particular version of the AI 'brain'. Different models can be faster, more careful, or better at certain tasks.

Beginner shortcut

If choosing a model feels confusing, use the default and focus on clear prompts. That is where the real improvement comes from.

• ChatGPT plans (plain English summary)

OpenAI offers several ChatGPT plans. The exact details can change, so treat this as a guide and check the official pricing page for the latest.

Free

- Good for: trying AI, light everyday use, drafting messages

- Limits: fewer messages/uploads; slower or more limited image features; limited research tools
- Best tip: use it to practise prompts and safe habits first

Go

- Good for: people who use it more often and want more breathing room
- Typically includes: more messages/uploads and longer memory than Free
- Note: OpenAI notes this plan may include ads

Plus

- Good for: frequent users who want more advanced features and higher limits
- Typically includes: stronger reasoning options, more generous messages/uploads, and extra productivity features
- Often the 'sweet spot' for regular personal use

Pro

- Good for: heavy personal use and the highest limits
- Typically includes: the highest individual plan access, more powerful reasoning options, and larger context
- OpenAI describes 'unlimited' usage as still subject to abuse guardrails

Do not buy more than you need

If you are not hitting limits, you probably do not need to upgrade yet.

• **ChatGPT: context window (why it matters)**

The context window is how much text the AI can keep in mind at once - your recent messages, its replies, and (sometimes) files you are working with.

A larger context window is helpful when you paste long documents or have long conversations without repeating yourself.

Example from OpenAI's plan table

OpenAI's pricing table lists different context window sizes by plan, such as 128K on Free, 256K on Go/Plus, and 1M on Pro. These values may change, so check the current table when deciding.

• Gemini plans (plain English summary)

Google offers free Gemini use plus paid Google AI plans that increase limits and unlock extras like more cloud storage and more AI credits for video features.

Gemini Free

- Good for: trying Gemini, everyday questions, light use
- Includes: core chat experience and a range of features (availability can vary by region and device)
- Storage: standard Google account storage (15 GB shared across Gmail/Drive/Photos)

Google AI plans (Plus / Pro / Ultra)

- Good for: higher limits, more advanced capabilities, and bundled storage
- Higher tiers include more AI credits used for some video generation features (Flow/Whisk) and higher storage allowances
- Some features can be region-limited (for example, certain agent features may be US-only or English-only)

• Gemini plan snapshot (Australia pricing example)

Google's subscriptions page lists plan prices and allowances. Prices and features can change, so check the official page for the latest.

Plan details change over time. Check the official subscriptions page for the latest.

Plan	Typical price (AUD/month)	Storage included	AI credits (video features)	Good for
Gemini Free	\$	GB (shared across Gmail/Drive/Photos)	daily credits (for Flow/Whisk video features)	Trying Gemini and everyday questions
Google AI Plus	\$.	GB total storage	monthly credits	More access + extra storage, light creators
Google AI Pro	\$.	TB total storage	, monthly credits	Higher limits, power users, more features
Google AI Ultra	\$.	TB total storage	, monthly credits	Highest limits + premium features (may be region-limited)

About Gemini age requirements

Google notes that some Gemini features in Google apps and some Google AI plan benefits are available only to users aged 18+. This is mainly aimed at protecting younger users; most older adults will meet this requirement.

• **When paying makes sense (simple scenarios)**

Here are common reasons people upgrade. If none of these apply, stay free.

- You hit message limits often.
- You regularly upload files/photos and want fewer restrictions.
- You use long documents and want the AI to remember more context at once.
- You want premium features (like deeper research tools or higher-quality generation) that are not included on free tiers.
- You want bundled cloud storage (for Google AI plans).

• **When paying does not make sense (yet)**

- You only use AI occasionally.
- You mostly ask short questions and draft short messages.
- You are still learning. (Free is perfect for practice.)
- You feel unsure about subscriptions. (Learn first, then decide.)

• **Tips to get more from the free tiers**

- Use smaller prompts and smaller files.
- Ask for shorter answers and then expand only what you need.
- Start a new chat for a new topic to reduce confusion.
- If one tool hits a limit, try the other tool for a while.
- Save your best prompts in a notes app so you can reuse them.

• **How limits work (in human terms)**

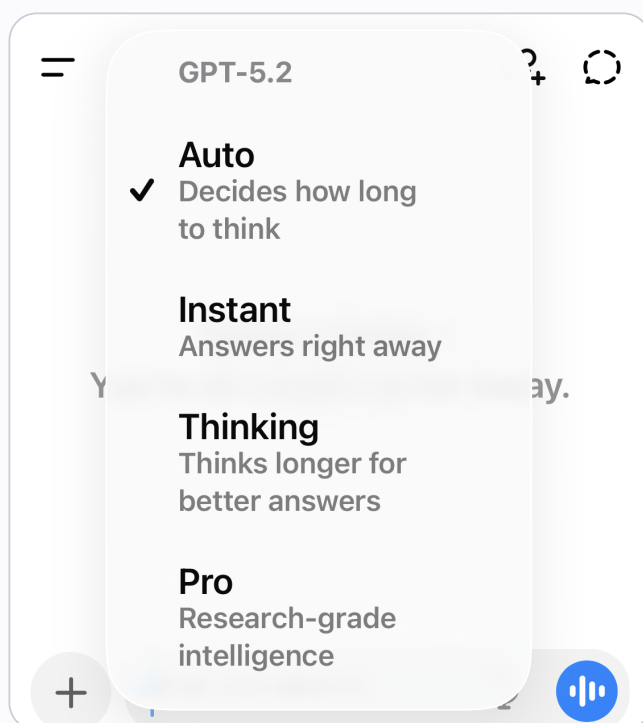
Both platforms use limits to keep services reliable. Limits can be based on messages, tool usage (like image generation), and file uploads.

Gemini's help pages explain that your capacity can replenish regularly, and you can keep going later or upgrade for more capacity.

Practical habit

If you hit a limit mid-task, copy your key context into a note so you can resume later without retyping.

Screenshotss for Module



ChatGPT plan page / model picker (if visible)

Gemini 3

Fast
Answers quickly

Thinking
Solves complex problems

Pro
Thinks longer for advanced maths
and code



Gemini plan / upgrade screen (if visible)



Example: Limit reached

Wording varies by app and plan

- You have hit a temporary usage limit.
- Try again later (often 10–60 minutes).
- If you have a paid plan, switching model/mode may help.
- If you are in a hurry, copy your prompt into Notes so you don't lose

This is an illustration. Your screen may look different.

Example: hitting a limit message (safe, generic)

Real-life walkthroughs (examples from start to finish)

This page shows exactly how a good AI conversation works: you ask, you get an answer, you refine it, and you check anything important. These are written so you can copy/paste the prompts.

Note: The AI's exact answers will vary, but the method stays the same.

How to use these

Try one example in ChatGPT, then try the same prompts in Gemini. Notice how the answers differ.

Walkthrough : Write a polite appointment email

Scenario: You need to reschedule an appointment, but you want it short and polite.

Prompts to use

Prompt

JOB: Write an email.

DETAILS: I need to reschedule my appointment with [CLINIC] on [D]

FORMAT: Short email under 120 words with a subject line.

TONE: Polite and simple.

Prompt (refine)

Make it 20% shorter and a little warmer.

Prompt (final check)

Check for anything that could sound rude or unclear. Then give t

What to check

- Does it include the key details (who, what, when) without oversharing?
- Is it short enough to be read quickly?
- Does it clearly ask for the next available time?
- Does it include a subject line and sign-off?

Sample output (example)

Subject: Request to reschedule appointment

Hello [CLINIC TEAM],

I'm writing to request a change to my appointment on [DATE]. Could you please let me know the next available time to rebook?

Thank you for your help.

Kind regards,

[NAME]

Walkthrough : Understand a confusing letter (redacted)

Scenario: You received a letter that feels confusing and you want to know what you need to do.

Prompts to use

Prompt

Summarise this letter in plain English. Then list:

- 1) What it is about
- 2) What I need to do
- 3) Any deadlines
- 4) Questions I should ask

[PASTE REDACTED LETTER HERE]

Prompt (clarify)

Ask me up to 5 questions to clarify what matters most, then wait

Prompt (action plan)

Based on the letter and my answers, make a simple checklist of n

What to check

- Did you remove names, addresses, and account/reference numbers before pasting?
- Does the summary match the letter, or does it add new claims?
- Are the listed deadlines actually mentioned in the letter?
- If the letter has legal/financial consequences, confirm details with the organisation.

Walkthrough : Scam check a text message

Scenario: You received a text that looks suspicious. You want red flags and safe next steps.

Prompts to use

Prompt

I received this message (personal details removed):

[PASTE MESSAGE]

Please analyse it for scam red flags. List red flags in dot point

Prompt (safety)

Now write me a short checklist for what NOT to do (e.g. do not c

Prompt (verification script)

Write a short script I can use to call the real organisation to

What to check

- Never click the link inside the suspicious message.
- Use official contact details from a bill, card, or official website (not from the message).
- If money is requested urgently, treat it as a major red flag.

Walkthrough : Prepare for a GP appointment

Scenario: You have a GP appointment and want to explain symptoms clearly and ask the right questions.

Prompts to use

Prompt

Help me prepare for my GP appointment about [ISSUE].
1) Ask me questions to clarify symptoms and timeline.
2) Then help me write a short summary I can read to the GP.
3) Then list questions I can ask.

Important: Do not diagnose. Keep it general.

Prompt (shorten)

Make the summary 4 sentences maximum and very clear.

Prompt (printable)

Format the questions as a checklist I can print.

What to check

- Remember: AI is not a doctor. Use this to organise your thoughts.
- If symptoms are urgent or severe, seek professional help immediately.
- Bring a medication list and any relevant notes.

Walkthrough : Build a simple meal plan and shopping list

Scenario: You want easy dinners and a shopping list without thinking too hard.

Prompts to use

Prompt

Make a simple weekly meal plan for 1 person. Include breakfast,

Prompt (preferences)

I do not like [FOOD]. I like [FOOD]. Adjust the plan.

Prompt (shopping list)

Turn this into a grocery list grouped by section (fruit/veg, mea

What to check

- Check allergies and dietary needs yourself.
- If it suggests unusual ingredients, ask for substitutions.
- Make sure quantities match your appetite and budget.

Walkthrough : Tech help - Wi-Fi not working

Scenario: Your Wi-Fi is playing up and you want a simple checklist.

Prompts to use

Prompt

Give me a simple checklist to troubleshoot Wi-Fi problems at home

Prompt (confirm)

After each step, ask me to confirm if it worked before moving on

Prompt (call script)

If it still does not work, write a short script for calling my i

What to check

- If you are uncomfortable touching cables or equipment, ask someone to help.
- Never give passwords or one-time codes to unknown callers.
- If it mentions 'router reset', ask what that means and whether it will erase settings.

Walkthrough : Make a weekly budget template

Scenario: You want a simple budget you can fill in without feeling judged by your own spreadsheet.

Prompts to use

Prompt

Create a simple weekly budget table. Categories: housing, grocer.

Prompt (realistic)

Add a section called 'unexpected costs' and suggest a small amou

Prompt (printable)

Make it printer-friendly and keep it to one page.

What to check

- Budgets are tools, not punishments.
- If numbers matter, check totals yourself or ask the AI to show its working.

Walkthrough : Plan a relaxed day trip

Scenario: You want a day out that includes rest breaks and is not rushed.

Prompts to use

Prompt

Plan a relaxed day out in [PLACE]. Include morning, lunch, after

Prompt (accessibility)

Add accessibility tips: toilets, seating, shade, and parking con

Prompt (packing)

Make a short 'what to bring' list.

What to check

- Double-check opening hours and bookings on official sources.
- If you have mobility needs, confirm accessibility details with the venue.

Walkthrough : Turn notes into a family story

Scenario: You have messy notes about a family memory and want a readable story.

Prompts to use

Prompt

Turn these notes into a short story I can share with my family.

[PASTE NOTES]

Prompt (tone)

Make the tone a bit funnier but still respectful. One gentle joke

Prompt (short version)

Now give me a short version I could send as a text message.

What to check

- Make sure the facts are correct - the AI may fill gaps.
- If it adds details you did not provide, remove them.

Walkthrough : Create a simple trivia quiz

Scenario: You want a brain game for fun, not a PhD.

Prompts to use

Prompt

Create a 10-question trivia quiz about [TOPIC]. Multiple choice.

Prompt (difficulty)

Make half the questions easy and half medium difficulty.

Prompt (play)

Now ask me the questions one at a time and wait for my answer before

What to check

- Treat trivia as entertainment. If a question seems wrong, it might be.
- If you want accuracy, cross-check trivia answers.

Walkthrough : Compare two products (without being sold to)

Scenario: You want to compare two options (like phones, tablets, appliances) based on your needs.

Prompts to use

Prompt

Help me compare these two options in a table with pros/cons and

Option A: [DETAILS]

Option B: [DETAILS]

Prompt (needs)

My priorities are: [PRIORITIES]. Adjust the comparison based on

Prompt (decision)

Give me a simple recommendation based on my priorities, and tell

What to check

- Do not trust the AI for live prices or stock.
- Check the key specs on the manufacturer's site if accuracy matters.

Walkthrough : Fix the tone of a message (without losing your meaning)

Scenario: You wrote a message that might sound harsh. You want it calm and clear.

Prompts to use

Prompt

Rewrite this to be calm, polite, and clear. Keep the meaning the

[PASTE MESSAGE]

Prompt (shorten)

Make it shorter and remove any emotional language.

Prompt (final check)

Check that it still says what I mean, and that it cannot be misr

What to check

- Read the final message out loud.
- If it sounds too stiff, ask for a slightly warmer version.

Screenshots

How LLMs work (a deeper explanation, still in plain English)

If you enjoyed Module 1 and want a little more detail, this page is for you. You will learn what 'training' means, why AI can sound confident, and what words like 'tokens' and 'context window' actually mean.

No maths. No coding. Just useful understanding.

You can skip this page

You can use AI perfectly well without knowing this. But some people feel calmer once the mystery is gone.

Training: how the model learns patterns in language

An LLM is trained on a very large collection of text. During training, it learns patterns: which words often follow other words, how sentences are structured, and how information is typically expressed.

A simple way to imagine it is: the model practises guessing the next piece of text, over and over, millions (or billions) of times. Over time, it becomes very good at producing language that looks like human writing.

Prediction, not 'knowing'

When you ask a question, the model does not 'open a book' in the human sense. It generates an answer by predicting what text would be most appropriate given the conversation.

A small joke

It is like a very confident friend who has read a million books and now talks in full paragraphs. Sometimes the confidence arrives before the accuracy.

Why AI can be wrong (even when it sounds certain)

AI can be wrong for several reasons:

- It misunderstood your question (missing context).
- It is guessing details that were not provided.
- It is mixing up similar concepts (especially names, dates, or numbers).
- It is producing a 'plausible-sounding' answer instead of an evidence-based one.

That is why good prompts and verification habits matter. The AI is not offended by follow-up questions - it expects them.

Instruction-following and 'helpfulness'

Modern chat-style AI models are designed to follow instructions. That is why the prompt recipe works so well.

In addition to basic training, models are often tuned to be more helpful in conversation. This can include learning to:

- answer in a friendly tone
- follow directions like 'use dot points' or 'keep it short'
- refuse unsafe requests
- ask clarifying questions

Tokens: the AI's way of counting text

AI systems often measure text in tokens. A token is a chunk of text - sometimes a whole word, sometimes part of a word.

You do not need to count tokens manually. The practical takeaway is: more text means more 'budget' used.

- Long conversations use more tokens.
- Long documents use more tokens.
- Some plans allow a larger context window (more text held in mind).

Context window: why the AI 'forgets'

The context window is the amount of text the model can consider at once when generating the next reply.

If you exceed it, older parts of the conversation may be dropped or summarised. This can look like the AI 'forgetting'.

Practical workaround

If the conversation is long, paste a short 'Important context' message with the key facts you want it to remember.

Temperature: why the same prompt can give different answers

Some models include randomness in how they generate text. This can help creativity and prevent repetitive answers.

That means: if you ask the exact same question twice, you may get slightly different wording or even different suggestions.

How to use this

If you want variety: ask for ' ideas' or ' different versions'. If you want consistency: ask for a strict format and constraints.

Why the AI sometimes refuses

AI tools have safety systems. They may refuse requests that involve harmful instructions, illegal activity, or sensitive personal information.

If it refuses and you think it misunderstood, rephrase your goal in a safe way.

Example:

Rephrase prompt (safe)

```
I am not asking for anything unsafe. I want general, high-level
```

The best mental model for beginners

Here is a calm, practical way to think about chat AI:

- It is a drafting and organising tool.
- It is excellent at writing and rephrasing.
- It is helpful for learning and planning.
- It can be wrong about facts - so you verify what matters.
- You are always in charge of decisions.

Mini exercise: 'teach me gently'

Copy this prompt into ChatGPT or Gemini:

Teach-me-gently prompt

```
Teach me about [TOPIC] in simple terms. Start with a 5-dot-point
```

Screenshots

ChatGPT vs Gemini (which one should I use?)

You do not have to choose just one. Many people use both, depending on the task.

This page compares them in plain English and gives you a simple way to decide which one to try first.

The easiest approach

If the first answer is confusing, copy the same prompt into the other tool.

Different tools sometimes explain things in different ways.

What they have in common

ChatGPT and Gemini are both chat-style AI assistants. In everyday use, they both can:

- answer questions and explain concepts
- draft emails and messages
- rewrite text to be clearer or more polite
- summarise long text
- help you plan and organise (checklists, schedules, lists)
- support follow-up questions (a conversation, not just one answer)
- support voice input (depending on your device and settings)

Key differences (plain English)

Accounts and ecosystem

ChatGPT uses an OpenAI account. Gemini uses a Google account.

If you already live inside Google services (Gmail, Calendar, Google Docs), Gemini may feel more connected to your everyday tools (depending on your plan and region).

Plans and subscriptions

Both tools have free options and paid plans. Paid plans generally give you higher limits and extra features.

- ChatGPT plan names include Free, Go, Plus, and Pro (and work plans like Business).
- Gemini has free use plus paid Google AI plans such as Plus, Pro, and Ultra (often bundled with storage).

Long documents and context

If you paste or upload long documents, context window size matters. A larger context window helps the AI 'hold onto' more of what you provided without you repeating yourself.

Both platforms discuss context and limits in their plan information, and these limits can change over time.

Research features

Both tools offer ways to do research beyond a simple chat reply (availability depends on plan and region).

- ChatGPT offers research features (including deep research and agent-style modes on some plans).
- Gemini offers Deep Research, which can browse many websites and produce a structured report.

Image and file features

Both tools can often work with images and files. In practice, they are useful for:

- summarising a letter (after redaction)
- explaining a screenshot
- turning notes into a cleaner format

Privacy reminder

Do not upload sensitive personal documents unless you understand and accept the privacy risk.

A simple 'which one first?' guide

Use this as a starting point. It is not a rule - just a practical shortcut.

Start here, then adjust based on what you find easiest.

Task	Try this first	Why
Draft a text message or email	Either	Both are strong at writing and tone
Explain a confusing letter (redacted)	Either	Both can summarise and turn it into actions
Scam red-flag analysis (redacted)	Either	Both can list red flags and safe next steps
Google account tasks (Gmail/Docs/Calendar)	Gemini	Gemini can connect with Google services depending on plan/region

Task	Try this first	Why
Long document work (very long)	Whichever plan gives you more context	Context window and upload limits matter
Learning with step-by-step guidance	ChatGPT (try Study-style prompts) or Gemini Live	ChatGPT offers study-style guidance; Gemini Live supports conversation
Brainstorming ideas	Either	Both can generate options quickly
A second opinion	The other one	Different tools can catch each other's mistakes

The 'two-tool' safety trick

For anything important, use a simple safety habit:

- Ask your question in one tool.
- Ask for a short answer plus assumptions.
- Copy the same prompt into the other tool.
- If they disagree on a key fact, verify using an official source.

Why this works

If two different systems disagree, it is a signal to slow down and verify. If they agree, it is still not guaranteed true - but it can increase confidence.

How to move between tools without stress

- Keep a notes document called 'My best prompts'. Copy your favourite prompts there.

- When you get a good answer, save it outside the chat (Notes or Word). Chats can get long and messy.
- If you get confused, start a new chat and paste a short summary of the important context.

A beginner-friendly starter kit (prompts to save)

Starter prompt : explain

Explain this in simple terms, like you are explaining it to a friend.

[TOPIC]

Starter prompt : draft

Write a short, polite message about this. Keep it under 80 words.

[WHAT YOU WANT TO SAY]

Starter prompt : check

Before I trust this, list assumptions you made, what you are unsure of.

[PASTE ANSWER HERE]

Final joke

The best way to stop AI taking over the world is to give it chores. Sadly, it still cannot load the dishwasher. Yet.

Misinformation, deepfakes, and 'AI tricks' (how to stay safe)

AI can be used for good (helpful writing, learning, accessibility). But it can also be used to create convincing misinformation. This page gives you simple habits to protect yourself and your family.

The goal

You do not need to become a detective. You just need a few 'pause and verify' habits.

What is misinformation?

Misinformation is false or misleading information. Sometimes it is shared by accident. Sometimes it is shared on purpose.

How AI changes the game

AI makes it easier to create content that looks or sounds believable, including:

- fake news articles or social media posts
- fake emails that look professional
- fake images (including 'photos' of events that never happened)
- fake audio (a voice that sounds like a real person)
- fake video (deepfakes)

A gentle joke

In the past, scams had terrible spelling. Now they have excellent spelling. Progress is beautiful and awful.

Deepfakes explained simply

A deepfake is media (usually video or audio) that has been generated or altered using AI to make it look like someone said or did something they did not.

Common deepfake risks for everyday people include:

- A voice message that sounds like a family member asking for urgent money
- A fake video of a public figure claiming something shocking
- A fake 'news clip' shared on social media

The golden habit: slow down

Scams rely on urgency. The best protection is slowing down before you click, pay, or reply.

Never do this in a rush

Do not send money, gift cards, cryptocurrency, or bank transfers based on a message alone. Verify first.

A simple verification checklist (print this)

- . Pause. Do not click links or open attachments yet.
- . Look for the pressure tactic: urgency, threats, or guilt.
- . Check the source: is it from the official channel you normally use?
- . Verify independently: call the organisation using a number from a bill, card, or official website (not the message).
- . Ask a second person for a sanity check if you feel unsure.

Family safety: the 'code word' trick

A simple family safety trick is to agree on a private code word or phrase for genuine emergencies.

- If someone messages or calls asking for urgent money, ask for the code word.
- If they cannot answer, assume it may be a scam and verify through another channel.

Why this works

Scammers can copy a voice, but they cannot guess a private family phrase.

Using AI to protect yourself (yes, you can use AI against scams)

AI can help you spot red flags, but you must use it safely. The key is redaction: remove personal details before pasting a message.

Safe scam analysis prompt

I received this message (personal details removed):

[PASTE MESSAGE]

- 1) List scam red flags.
- 2) Suggest safe next steps.
- 3) Tell me what NOT to do.
- 4) If the message mentions a company, tell me how to verify using

Common 'too good to be true' patterns

- Unexpected refunds or prizes
- Threats about accounts being closed
- Requests to move the conversation to a different app quickly
- Requests for gift cards, crypto, or unusual payment methods
- Links that look similar but not identical to real websites

How to check photos and videos (practical tips)

You do not need specialised tools for most cases. Start with these habits:

- Check where it came from. A random post is not evidence.
- Look for odd details: strange hands, blurry text, inconsistent shadows, 'wobbly' edges.
- Check if other trusted sources are reporting the same thing.
- If it matters, wait. Real news spreads across multiple reputable outlets.

What to do if you already clicked or responded

Do not panic. Take calm steps.

- If you entered a password: change it immediately and enable two-factor authentication if available.
- If you shared banking details: contact your bank using official contact details.
- If you installed an app: uninstall it and run a security scan if available.
- If money was sent: contact your bank quickly. Time matters.

A short reality check about AI 'facts'

Even when there is no scam, AI can still be wrong about facts. For important information:

- Ask it to list assumptions and uncertainty.
- Ask for a verification checklist.
- Confirm critical details on official sources.

The calm takeaway

You do not need to fear AI. You just need to slow down and verify when something matters.

Screenshots

History: How we got to modern AI (a friendly timeline)

You do not need history to use AI, but it can make the whole thing feel less mysterious. This section explains - in plain English - how we got from early computers to today's chat-style AI.

A small comfort

If AI feels new and intimidating, remember: people once found the microwave suspicious. Now it mostly heats tea and makes popcorn.

A simple timeline

This timeline is not every event in AI history - just the milestones that help explain why chatbots suddenly became so good.

s: Early ideas and the perceptron

In the 1950s, researchers began exploring whether machines could 'learn'. One early idea was the perceptron - a simple model inspired by how a neuron might work.

s- s: Expert systems

For a while, many AI systems were 'expert systems': humans wrote rules like 'IF X THEN Y'. These worked in narrow domains, but they struggled with messy real-world language.

s- s: Better data and better statistics

As more text became available digitally, computer systems improved at finding patterns in language using statistical methods. This was a big step forward, but the systems still struggled with flexible conversation.

s: Deep learning takes off

In the 2010s, deep learning became more practical thanks to large datasets and powerful computer chips. Neural networks became much better at recognising patterns in images, speech, and text.

: Transformers

A major breakthrough in language AI was the Transformer architecture. Transformers helped models handle context better and scale to much larger sizes.

: Very large language models

Large language models grew dramatically in size and capability. This made them much better at writing, summarising, translating, and answering questions.

: ChatGPT popularises chat-style AI

Chat-style interfaces made AI feel accessible to everyday people. Instead of learning special software, you could simply talk to it.

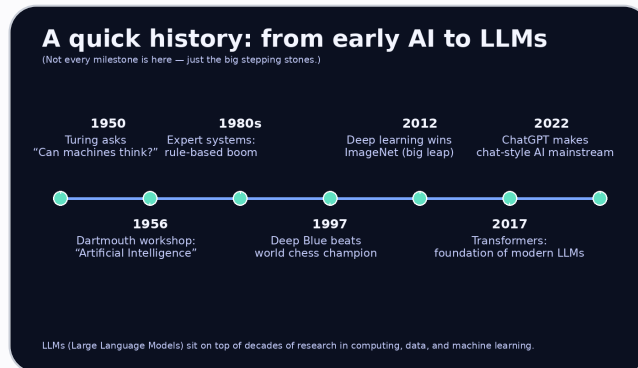
Why this matters for beginners

- These tools did not appear overnight. They are built on decades of research.
- They are powerful, but they are not magical. They generate language based on patterns.
- They can be helpful assistants, but they are not perfect sources of truth.

A gentle takeaway

The best way to learn is still the simplest: use AI for small tasks, practise good prompts, and keep safety habits. In other words: curiosity plus common sense.

Screenshots



Optional screenshot: a simple timeline graphic — If you want a visual, you can create a simple timeline graphic and add it here.

Myths and misconceptions (and a few gentle jokes)

AI has been surrounded by science fiction for decades. Some of it is fun. Some of it is confusing. This page clears up common myths so you can use these tools with confidence.

Myth : 'AI is conscious (like a person)'

Reality: ChatGPT and Gemini generate responses based on patterns in data and the context of your conversation. They can sound human but that does not mean they have feelings, intentions, or self-awareness.

Humour break

If you say 'please' to an AI, it will not feel appreciated. But it will make you feel like a decent human, so keep doing it.

Myth : 'AI always tells the truth'

Reality: AI can be wrong. Sometimes it guesses, sometimes it misunderstands, sometimes it produces an answer that sounds right but is not.

- Use the -check method from Module for anything important.
- Ask it to list assumptions and uncertainty.
- Cross-check critical details on official sources.

Myth : 'If I make a mistake, I will break it'

Reality: You cannot break the tool by asking the wrong thing. If you do not like the answer, you can ask again, clarify, or start a new chat.

Myth : 'AI is only for young people or tech experts'

Reality: AI is most useful for everyday tasks. Many older adults use it for writing messages, understanding letters, planning, and learning.

Myth : 'AI is spying on me all the time'

Reality: Like many online services, AI tools have privacy policies and settings. You can reduce risk by not sharing private information, using privacy controls, and using temporary chats when appropriate.

Myth : 'AI will replace me'

Reality: For everyday users, AI is best seen as a helper: it drafts, explains, and organises. You remain the decision-maker. Your life experience is still the most valuable part of the process.

A practical mindset

Use AI to do the boring bits (drafting, summarising, organising). Keep the human bits (judgement, empathy, values).

Myth : 'AI is too complicated to learn'

Reality: You only need two skills:

-) Ask clearly.
-) Check important answers.

That is it. Everything else is optional.

A confidence exercise

Copy this prompt into ChatGPT or Gemini if you ever feel stuck:

Confidence prompt

I am a beginner. Please slow down. Explain this in simple terms,

Accessibility and comfort tips (make AI easier to use)

This page is for anyone who wants bigger text, simpler steps, or less screen strain. Small comfort changes can make learning AI much easier.

Make text bigger (the number one improvement)

If the text is small, your brain works harder. Make the text bigger and everything becomes calmer.

- On a phone or tablet: use your Accessibility settings to increase text size.
- On a computer browser: use zoom (for example, hold Control/Command and press + to zoom in).
- In many apps: look for a text size setting or display setting.

Beginner tip

If you are helping someone, set the text size first. Then teach AI. Not the other way around.

Use voice instead of typing

Both ChatGPT and Gemini can support voice input. Voice is often easier than typing for long messages.

- Speak in short sentences.
- Pause between ideas.
- If you forget something, add it after - the AI can handle follow-ups.

Reduce overwhelm (use smaller steps)

If a big task feels overwhelming, break it into small steps. You can even ask the AI to do this for you.

Small-steps prompt

```
Break this task into small steps. Give me step 1 only. Wait for i
```

```
Task: [YOUR TASK]
```

Make the AI write in a calmer style

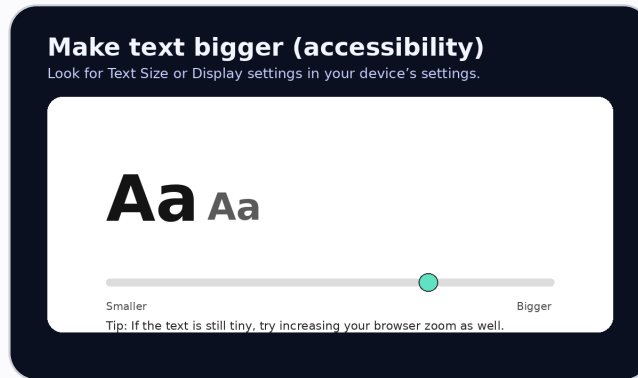
If answers are too long or too complicated, tell it exactly what you want:

- Use dot points only.
- Use simple language (no jargon).
- Keep it under _____ words.
- Explain it like I am a beginner.

Screen comfort

- Use dark mode if bright screens hurt your eyes.
- Take breaks (even _____ seconds looking away helps).
- Use a larger device (a tablet or laptop) for long reading tasks.
- If you wear reading glasses, use them - it is not cheating.

Accessibility screenshot placeholders



Optional: phone accessibility text size setting



Optional: browser zoom controls

Worksheets (printable templates and practice)

These worksheets are designed for practice. You can copy them into a notebook, print them, or use them as templates in ChatGPT or Gemini.

Worksheet : The Prompt Sandwich (fill in the blanks)

Fill this out, then paste it into ChatGPT or Gemini.

Prompt Sandwich worksheet

JOB: I want you to _____.

DETAILS: This is for _____. Important details are: _____

AVOID: Please avoid _____.

FORMAT: Write it as _____.

TONE: Make it sound _____.

Worksheet : Redaction checklist (privacy)

- Remove names, addresses, phone numbers, email addresses.
- Remove account numbers, reference numbers, customer numbers.
- Remove ID numbers (licence, passport, Medicare).
- Remove one-time codes and passwords.
- Crop screenshots to hide personal details at the top of the screen.
- If in doubt: remove more.

Worksheet : The -check method (for important answers)

- Check logic: does it make sense?
- Check source: confirm key facts on an official website or document.
- Check wording: read it out loud before you send it.

Worksheet : Phone call script builder

Use this to prepare for a call to a business or service.

Call script worksheet

I am calling: [ORGANISATION]

My goal is: [WHAT YOU WANT]

Key details (no private numbers): [DETAILS]

Questions I will ask:

- [QUESTION 1]

- [QUESTION 2]

- [QUESTION 3]

Please write a short, calm script I can read, and tell me what no

Worksheet : Email polish checklist

- Is it clear what you want?
- Is it polite and calm?
- Is it short enough to be read easily?
- Did you remove unnecessary personal details?
- Did you include your preferred contact method (if appropriate)?

Worksheet : Practice lab (mini tasks)

Do one per day. Small practice beats big stress.

- . Draft a thank you text.
- . Rewrite a text to be shorter.
- . Write a polite follow-up email.
- . Turn a paragraph into dot points.
- . Ask for a checklist for a GP appointment.
- . Ask for a packing list.
- . Ask for dinner ideas from ingredients you have.
- . Ask for a scam check on a redacted message.
- . Ask for a phone call script to negotiate a bill.
- . Ask for a simple explanation of a finance term.
- . Ask for a plan to organise your email.
- . Ask for a daily habit tracker template.
- . Ask for a travel day plan with rest breaks.
- . Ask for a beginner hobby list.
- . Ask for a short speech or toast (light and warm).
- . Ask for interview questions for a family history chat.
- . Ask for a respectful condolence message.
- . Ask for a simple weekly budget template.
- . Ask the AI to ask you clarifying questions before answering.
- . Ask for versions of the same message (friendly/neutral/formal).
- . Ask for a table comparing two options you are considering.
- . Ask for a checklist for preparing for visitors.
- . Ask for a plan to declutter a cupboard (small steps).
- . Ask for a 'step only' plan to learn a new skill.
- . Ask for a gentle exercise plan (general info only).
- . Ask for help writing a letter to a friend you have not spoken to in a while.

- . Ask for a summary of a redacted letter and questions to ask.
- . Ask for help turning notes into a short story.
- . Ask for tips to avoid fake apps and scam websites.
- . Ask for a troubleshooting checklist for Wi-Fi.

Screenshots



Optional: a printable worksheet preview

Troubleshooting (when something goes wrong)

If something is not working, it is usually not your fault. These tools change often and sometimes they are simply having a bad day.

A small truth

Sometimes the most advanced AI in the world is defeated by... your Wi-Fi.

Problem: 'It will not load'

- . Check your internet connection (try opening a normal website).
- . Close and reopen the app or browser tab.
- . If you are on a browser, refresh the page.
- . Try again later (sometimes services have outages).

Problem: 'I cannot sign in'

- . Double-check you are using the correct account (email address).
- . Use 'Forgot password' if needed.
- . If you are on a phone, try signing in on a computer to confirm your password works.
- . If you think you installed a fake app, stop and uninstall it. Only use official app store listings.

Problem: 'The answer is wrong or strange'

- . Ask it to clarify: 'What assumptions did you make?'
- . Give more context: who, what, where, when.

- . Ask for a simpler explanation.
- . Try the same prompt in the other tool (ChatGPT vs Gemini).
- . For important topics: verify using the -check method.

Self-check prompt

Double-check your answer. List any assumptions you made, and tel

Problem: 'It says I reached a limit'

This is common on free plans and sometimes even on paid plans.

- . Wait and try again later (limits usually reset).
- . Break your task into smaller chunks.
- . Upload fewer files at once.
- . If it happens frequently, consider whether a paid plan matches your usage.

Problem: 'It will not let me upload a file'

- . Try a smaller file (large PDFs or images can fail).
- . Check the file type (PDF, image, and common formats work best).
- . If you are on a browser, try another browser.
- . If you are on a phone, ensure the app has permission to access photos/files.

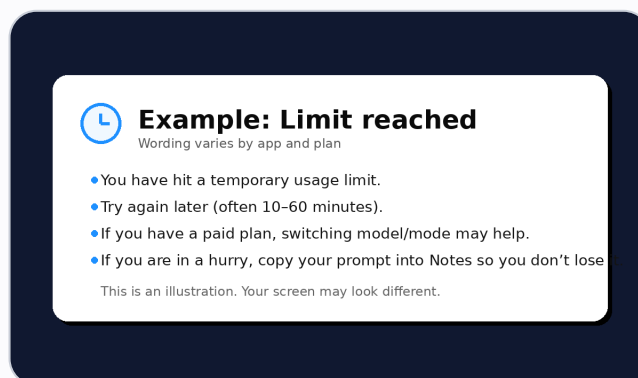
Problem: 'Voice is not working'

- . Check microphone permission for the app or browser.
- . If you are in a noisy place, move somewhere quieter.
- . Restart the app.
- . Try typing instead as a backup.

Problem: 'The AI is too wordy'

- Reply: 'Answer in dot points.'
- Reply: 'Keep it under words.'
- Reply: 'Use simple language. No jargon.'
- Reply: 'Give the short version first, then ask if I want more.'

Screenshots



Optional: example error / limit message

FAQ (questions people actually ask)

If you have a question, you are not alone. Here are common beginner questions, answered in plain English.

Is AI safe to use?

It can be safe when you use good habits: do not share private information, be cautious with high-stakes topics, and verify important details.

Will AI replace Google?

Not completely. Search engines are still useful for finding official pages and up-to-date information. AI is great for drafting, explaining, and organising.

Why does AI sometimes make things up?

Because it generates text based on patterns and context, and it can guess when it lacks information. That is why you should ask it to list assumptions and verify important details.

Can it see my screen or listen to me?

Not unless you explicitly use a feature that involves the camera, microphone, or screen sharing, and you grant permission.

Can I use AI without an account?

Most features require an account so the service can manage access and settings. Some limited experiences may be available without signing in, but it varies.

Do I have to pay?

No. Free plans are available and are a good way to start. Pay only if you are using it often and hitting limits.

What should I never put into AI?

Passwords, one-time codes, bank details, and full identity numbers. Also avoid uploading sensitive documents unless you understand and accept the risk.

Can I trust it for medical advice?

No. Use it to prepare questions and understand general terms, but make decisions with a qualified health professional.

Can it help me write messages without sounding rude?

Yes. One of the best uses is tone adjustment. Tell it: 'Make this polite, calm, and clear.'

What if it gives a long answer and I get overwhelmed?

Tell it: 'Answer in dot points.' Or: 'Give the short version first, then ask if I want more.'

Can I ask the same question in different ways?

Yes. In fact, it is often useful. If you do not like the answer, rephrase the question and add more context.

How do I stop it from guessing?

Use prompts like: 'If you are not sure, say so. Do not guess. List assumptions.'

Is it rude to say 'please' to AI?

Not at all. It is not necessary, but it can make the conversation feel more natural. It will not be offended either way.

A small joke

You can be polite to AI. It cannot gossip about you. (At least, that is what it told me...)

Can AI help with scams?

Yes - it can help spot red flags and suggest safe next steps. Remove personal details before pasting messages.

Can it write a will / legal letter / contract?

It can draft general templates, but legal documents have serious consequences. Use a qualified professional for legal advice.

Why does it sometimes refuse to answer?

AI tools have safety rules and may refuse requests that could be harmful or unsafe. If you think it misunderstood, clarify your goal.

How do I get better results?

- Be specific (add a few details).

- . Ask for the format you want (dot points, email, checklist).
- . Use follow-up prompts to refine.
- . Verify important facts.

What is the best first thing to do with AI?

Draft a message you were going to write anyway. That is a simple win.

What if I feel embarrassed asking basic questions?

Do not. AI is patient and does not judge. Ask the 'silly' question. It is often the smartest one.

Can I use AI to learn new skills?

Yes. Ask it to teach step-by-step and check your understanding. Study Mode (in ChatGPT) can also help.

Does AI remember what I said yesterday?

Sometimes. Some tools have memory features you can turn on or off. If you want a one-off chat, use a temporary chat option if available.

Can I delete chats?

Most services allow you to manage or delete chat history. Look in settings or your chat list options.

Is Gemini or ChatGPT better?

Both are good. The best choice is the one that feels easiest for you. Many people use both depending on the task.

What if I get addicted to asking AI everything?

Use it as a helper, not a replacement for thinking. A good habit is: ask AI for options, then decide yourself.

Where should I go next?

- If you want the basics: Quick Start Guide.
- If you want safety: Module [1](#).
- If you want prompting: Module [2](#) and the Prompt Library (Module [3](#)).

Can I use AI offline?

Usually no. These tools generally need an internet connection because the AI runs on remote servers. If your internet drops out, the app may not work.

What is 'agent mode'?

Some plans mention 'agent' features. In simple terms, that usually means the AI can take multi-step actions (like planning and carrying out a task) rather than only chatting. Availability depends on the plan and region.

What is 'deep research'?

Deep research features aim to gather information from multiple sources and produce a structured report. Treat the output as a starting point and verify important details.

Can AI help me with photos of paperwork?

Often yes, but be careful. If you upload a photo of a letter or form, redact personal details first. Ask for a summary and a checklist of next steps.

Will AI charge my card automatically if I click upgrade?

Subscriptions usually renew automatically until you cancel. Before you subscribe, read the plan details and set a reminder to review it.

Can I keep my chats private from family members?

On shared devices, use separate user accounts where possible. Log out of the AI service when finished, and consider using a device passcode to protect your account.

Does the AI know my location?

Not unless you share it, grant location permission, or the service infers it from your device/browser settings. If you do not want location-based suggestions, do not provide your address.

What if AI suggests something unsafe?

Stop and do not follow it. Use common sense and verify with a trusted source. If it is a medical, legal, or safety matter, consult a qualified professional.

Can I ask AI to write in Australian English?

Yes. You can say: 'Write this in Australian English' or 'Use Australian spelling'.

Can AI help me learn how to use AI?

Absolutely. Ask it to teach you step-by-step and to check your understanding. If it goes too fast, tell it to slow down and use simpler language.

Glossary (plain-English definitions)

This glossary explains common AI terms in normal language.

AI (Artificial Intelligence)

A broad term for computer systems that can perform tasks that usually require human intelligence, like recognising patterns or generating text.

Chatbot

A program you can talk to using messages. ChatGPT and Gemini are chatbot-style tools.

LLM (Large Language Model)

An AI model trained on very large amounts of text to generate and understand language.

Model

A particular version of the AI system. Different models may be faster, more accurate, or better at certain tasks.

Prompt

What you type or say to the AI.

Context

The information the AI is using right now - your recent messages, its replies, and sometimes uploaded files or settings.

Context window

A limit on how much text the AI can keep in mind at once. Larger context windows can handle longer documents and longer conversations.

Hallucination

When an AI generates a confident-sounding answer that is wrong, invented, or not supported by evidence.

Tokens

A way of counting text for AI systems. Roughly: words are made of tokens. More tokens means more text in the conversation.

Voice input

Speaking to the AI instead of typing.

Deep Research

A feature that can browse many websites and create a structured report (availability depends on the tool and plan).

Memory

A feature where the AI can remember certain details across chats (if enabled). You can usually manage or turn this off.

Temporary chat

A mode designed for one-off conversations that do not use or update saved memory (availability depends on the tool).

Redaction

Removing private information (names, numbers, addresses) before sharing text or images.

Resources and official references

This course aims to be accurate and beginner friendly. The products change over time, so the best way to confirm details is to check the official sources.

OpenAI / ChatGPT (official)

- ChatGPT pricing (plans and features): <https://chatgpt.com/pricing/>
- Memory FAQ: <https://help.openai.com/en/articles/memory-faq> -
- What is Memory?: <https://help.openai.com/en/articles/what-is-memory> -
- Introducing study mode: <https://openai.com/index/chatgpt-study-mode/>
- Introducing ChatGPT (original announcement): <https://openai.com/index/chatgpt/>

Google / Gemini (official)

- Gemini subscriptions (Google AI plans): <https://gemini.google/subscriptions/>
- Google AI plans overview (Google One): <https://one.google.com/about/google-ai-plans/>
- Gemini Apps limits & upgrades (Help Center): <https://support.google.com/gemini/answer/>
- Gemini Live overview: <https://gemini.google/overview/gemini-live/>
- Gemini Deep Research overview: <https://gemini.google/overview/deep-research/>

Foundations (history references)

- Transformer architecture (): Attention Is All You Need (arXiv: .) <https://arxiv.org/abs/> .
- Large language models (): Language Models are Few-Shot Learners (arXiv: .) <https://arxiv.org/abs/> .

Note about links

These links are provided as references. On the website they are clickable. In the PDF document they are included for transparency and future updates.

Staying up to date (because these apps change)

AI tools change quickly. Buttons move. New features appear. Names change. That can be annoying - but it is normal for software.

This page helps you stay confident even when the screen looks a little different from a tutorial.

) **Keep the app updated**

- On a phone/tablet: update apps through your app store.
- On a computer: keep your browser up to date.
- If something suddenly stops working, an update often fixes it.

) **Use the 'find the prompt box' rule**

If the layout changes, do not hunt for the perfect button first. Just look for the prompt box - where you type your message.

The prompt box is home

If you can find the prompt box and the send button, you can use the tool.

) **Check official 'what's new' pages**

Both OpenAI and Google publish updates and help pages. If you hear about a new feature, check the official sources rather than social media rumours.

- OpenAI: ChatGPT release notes and help articles (see the Resources page).

- Google: Gemini help pages and official announcements (see the Resources page).

) **Watch out for fake apps and fake websites**

Because these tools are popular, scammers sometimes make lookalike websites or apps.

- Only download apps from the official app store on your device.
- Be suspicious of links sent by text message or email.
- If you are unsure, type the website address manually rather than clicking a link.

) **Subscription sanity check**

If you subscribe to a paid plan, set a reminder to review it. A simple monthly check prevents 'mystery renewals'.

- Write down which plan you chose and why.
- Set a calendar reminder for _____ days later: 'Do I still need this plan?'
- If you are not using it enough to justify the cost, downgrade.

Subscription truth

AI is clever, but the most powerful technology on Earth is still the automatic renewal.

) **If you get stuck**

Here are calm options:

- Ask the AI itself: 'Where do I find [FEATURE] in this app? Describe what to click.'

- Use the Troubleshooting page in this course.
- Ask a trusted family member to sit with you for _____ minutes.
- If it is a login or billing issue, use the official help pages.

Screenshots

About HowToUseAi.com.au

This site exists for one simple reason: I wanted to help my mum and dad use AI without turning every phone call into a tech support hotline. After answering the same questions a few dozen times (and discovering my dad had invented his own 'AI myths'), building a clear step-by-step guide was the most polite option for everyone involved.

If you're here because you're curious, cautious, or you've heard AI is either a miracle or the end of civilisation – welcome. It's usually neither. Used well, AI can save time, explain tricky topics, and help you write things you don't want to write (like emails to the strata manager). Used badly... it can confidently tell you complete nonsense with excellent spelling.

Why it's free

- Because learning the basics shouldn't require a subscription or a -part YouTube playlist.
- Because seniors deserve clear explanations without jargon or judgement.
- Because if AI is going to take over the world, we might as well know where the 'New chat' button is first.

About Alborz

My name is Alborz Fallah. I'm the founder of CarExpert.com.au. I spend my days explaining cars in plain English – and it turns out the same skill is handy when explaining AI.

Also, in the spirit of honesty: yes, this About page was written with help from ChatGPT Pro (surprise). I promise I checked it didn't accidentally claim I'm an astronaut or a royal corgi.

Feedback

If something on the site is confusing, missing, or out of date, you can update the content and screenshots over time. AI tools change quickly, so keeping things current is a team sport.

Important disclaimer (mostly)

No robots were harmed in the making of this website. If your toaster starts asking for your credit card details, please unplug it and make a cup of tea.