

// FREE CLAUDE SKILL · 5 SECTIONS · BY JOSH POCOCK

Parent Tech Support

Claude answers Mum's tech questions for you

A free Claude skill. It explains one step at a time with infinite patience, prints a big-font guide for the fridge, and checks any weird text or pop-up for scam red flags before anyone taps anything.

● ● ● TERMINAL · BOOT

```
# v1.0 · install once, then run it in any session
$ git clone https://github.com/joshpocock/parent-tech-support ~/.claude/skills/parent-tech-support
✓ installed to ~/.claude/skills/parent-tech-support
$ claude
> /parent-tech-support
```

[Get the skill on GitHub →](#)[Read it on the web: strideaiacademy.com/r/parent-tech-support](https://strideaiacademy.com/r/parent-tech-support)

✓ It never asks for passwords, PINs or codes, never connects to anyone's device, and never calls a message safe.





SECTION 01

The one prompt

One line. Paste this into Claude Code and it does the rest.

 PROMPT

```
Install the Parent Tech Support skill: clone https://github.com/joshpocock/parent-tech-support into  
~/.claude/skills/parent-tech-support, then confirm /parent-tech-support works.
```

01

Copy the prompt above

The repo link plus one line



02

**Paste it into Claude**

Claude Code installs the skill



03

/parent-tech-support

Then paste the text, or say what they're stuck on



04

Print the guide

Big font, one step per box, for the fridge

By hand

 TERMINAL

```
git clone https://github.com/joshpocock/parent-tech-support ~/.claude/skills/parent-tech-support
```

Start a new Claude Code session and type `/parent-tech-support`, then paste the text, describe the pop-up, or say what your parent is stuck on.

On the Claude app (best for parents themselves)

1. Turn on **Settings > Capabilities > Code execution and file creation**.
2. On the GitHub page click **Code > Download ZIP**.
3. In Claude go to **Customize > Skills > + > Upload a skill** and pick the zip.
4. Start a new chat and say "use the parent-tech-support skill", then ask the question.

No install at all? Paste `SKILL.md` and `references/scam-patterns.md` into any chat. Claude checks messages by hand from the same list.



What it does

The stage names are the joke. The scam checker is the part that matters.

STAGE	WHAT HAPPENS
Patience Engine	Talking to your parent directly: one step per message, plain words, then it waits for "done".
Scam Call Detector	Checks a text, email, pop-up or call for 20 red flags: gift cards, someone asking for a code, remote access, fake authorities, lookalike links, pay-here links. Then the next steps.
Have You Tried Turning It Off Module	The restart routine for each device, done properly, before anything deeper.
Big Font Mode	A printable large-print guide: numbered cards, one action each, a tick box per step.
Call Me Only If	Every guide ends with the two or three situations that really need you.
New device setup	A checklist for a new phone, tablet or computer: readable, safe, findable.
POINTS	VERDICT
0	No red flags found (never "safe")
1 to 2	Be careful
3 to 5	Looks like a scam
6 or more	Almost certainly a scam



One text, start to finish

A made-up example, real tool output. The text Mum got:

"NC Quick Pass: You have an unpaid toll balance of \$4.35. To avoid a late fee of \$50.00 pay within 24 hours: <https://ncquickpass-tolls.com/pay>"

>_ OUTPUT

SCAM CALL DETECTOR: ALMOST CERTAINLY A SCAM (6 points)

RED FLAG: Rushes you. Scammers rush so you do not stop and ask someone. [within 24 hours, late fee]

RED FLAG: A delivery or toll fee by text. A favourite scam right now; check the real app or website instead. [unpaid toll, toll balance]

RED FLAG: Has a link that asks you to pay, log in or confirm something. Go to the real app or type the website yourself instead. [pay]

WHAT TO DO NOW:

1. Do not click, reply, or call any number in the message.
2. If it claims to be a company or office you use, call the number on your card, bill or their official website, not the one in the message.
3. Already paid or shared card details? Call your bank now on the number on the back of your card.
4. Report it: US reportfraud.ftc.gov; Canada, the Canadian Anti-Fraud Centre; UK, Action Fraud. Then delete it.

Then Claude puts it in plain words for her phone: don't tap the link, how to delete and report the text, and to call the bank first if she already typed in a card.

- **A normal text gets no green tick.** "Are we still on for Thursday at 2?" gets no red flags found, plus: check anything from a bank by calling the number on the back of the card.
- **Real login codes aren't flagged.** "Your code is 482913, don't share it" is fine. Someone asking her to read it out is the red flag.
- **"Hi Mum, new number" is.** A new number plus a bill to pay scores as looks like a scam: call them on the number you already have.



The guide for the fridge

Ask for any how-to (video calling you on the iPad, making the text bigger, answering a call) and Claude writes it as a big-font page: numbered boxes, one action each, a tick box per step, a red box for anything risky, and your name and number in the "Call me only if" box. Open it in a browser and print it.

>_ TERMINAL

```
python scripts/bigfont.py steps.txt -o dad-facetime-guide.html --helper "Sam" --helper-phone "555 0100"
```



SECTION 05

The fine print

i It can't clear a message. Scams change faster than any list. It finds red flags; it never says a message is safe. When money, a code or access is involved, check first by calling the number on the back of the card or on the official website.

i No passwords, no remote access. It never asks for or repeats a password, PIN or code, and never tells anyone to install remote-access software for someone who contacted them.

i Menus move. Phone and computer screens change between versions. If a screen looks different from the guide, stop and check the maker's help page.

i Money already sent? Call the bank on the number on the back of the card, right away, then report it. No blame: these are built to fool careful people.

i Never about age. The jokes are about technology, never the person asking.

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THE SKILL

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STRIDE