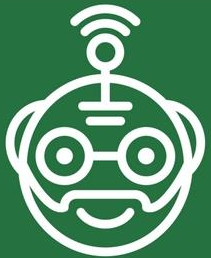


# TECHSENIOR

TECHNOLOGY FOR ASSISTING SENIORS

## Module 3: Digital Security



# Internet security – Staying safe online

Certain things people who grew up with technology might not even consider, can be huge obstacles for mature users learning how to use internet afterall.

This is the main purpose of the trainer of older people: to persuade them that

I CAN DO IT  
YOU CAN DO IT!

# Internet security – Staying safe online

The danger comes from that fact that their basic skills don't shield them from online threats and viruses, because their knowledge of Internet security is close to nothing.

This module is for trainers who are going to train older people how to use internet in a safe way. Information is given about the things that elderly people mostly tend to struggle with.

# Internet security – Staying safe online

## A quick list:

- **Virus protection** –Older people should learn how to stay protected by viruses when they are using internet.
- **Searching the internet for information** – It is very important for older people to know how to search the internet for information regarding several issues, such as holiday, entertainment, insurance, taxes etc.
- **Emails** Older people should be trained in how to securely open enclosed files and use an e-mail account in a safe way.
- **Digital services (banking, paying bills) - shopping** – One of the most important reasons for older people to use internet is to be more independent in their daily life. This can be feasible when they can use e-banking to pay their bills or visit e-shops to buy things they need, from their house.
- **Social Media - communication** – Teaching older people how to use social media (facebook, Instagram etc), is very helpful for them, because enables them to get in touch with their family, friends etc.
- **Using telecom applications** – The best and easiest way older people can keep up with their grandchildren (and not only) are applications like viber skype whatsapp etc. How to use these apps is a must for keeping up with the rest of the family nowadays

# Keep older people safe on line – Basic steps



# Keep older people safe on line – Basic steps

## Explain what information security is, in their own language

Explain to them that their **digital assets** (bank account, personal information, etc.) need as much protection as their physical ones (house, car, wallet, etc.), except that, for the most part, they can't insure their digital belongings, so they should be extra careful with how they handle the information, without making them feel anxious.

**Helping them understand that the consequences of their online actions** have as big of an impact as those they do in real life, will give them a better perspective on how they can be affected by cyber-criminals. And remind them constantly that **hackers don't target only certain categories of Internet users**, but extend the effects of their malicious tactics to as many people as they can reach.

# Keep older people safe on line – Basic steps

## Show them how they could get compromised

For them to get a better picture of how their computer could get infected and how their money could get stolen, offer some **convincing examples**:

- Show them how clicking a malicious ad could infect their laptop
- Teach them about spam and how to organize their inbox (you can also use this [guide about email security](#))
- Advise them not to download anything suspicious
- Warn them against installing new software on their computer without consulting someone who knows about technology (their children, an expert etc).

# Keep older people safe on line – Basic steps

## Teach them to be vigilant

Be open and approachable about older people questions and don't talk in a condescending manner. It's important for them to **be vigilant online** and to know how to react to different **triggers that cyber-criminals might use** (banners, links, spam, etc.).

Remember to advise them against giving their personal information for any forms or contents they may come across online. You don't want to worry them too much, but enough to be observant, while still enjoying Wikipedia, Facebook or other websites.



# Keep older people safe on line – Basic steps

## Indicate how simple safety features work

A good way to teach older people about security features on their laptop is to show them **how to store their passwords** in a safe place and to set up a password for their computer.

When it comes to paying bills, show them what **security symbols** they should be looking for (SSL, the padlock symbol, etc.) when making a financial transaction. Teach them what alerts to look for when if the antivirus kicks in (you should install this right after the initial setup) or for **signs of malware infection** and assure them that they can give you a call anytime they have questions.

# What older people should learn



# What older people should learn

## Explain browser



A good analogy for explaining an Internet browser to older people is to liken the Internet to a road and the browser to the car you choose to drive as you explore that road.

While older people may feel more comfortable sticking with Internet Explorer simply because it's the default browser, it's never a bad idea to introduce them to the wonders of Firefox or Google Chrome.

They just might like the way they handle the open road of the Internet quicker, safer and with much more many options.

# What older people should learn

## Virus protection

Help them choose, download and install anti-spyware and anti-virus programs. Plenty of such programs are available, but a great option for older people on a budget is to look for free online programs.

Spybot Search and Destroy and AVG Free are two of the many free options that protect a computer from spyware and viruses.

Advise older people to:

- Install anti-virus software
- Install anti-spyware software
- Keep your operating system updated





# What older people should learn

## E-mails

Teach the wonders of e-mail by helping an older Internet user set up an e-mail account.

If Microsoft Outlook proves too difficult older people to master, you might want to consider helping them set up an email account with one of the many free e-mail providers on the Internet.

Yahoo! and Hotmail are two free e-mail classics, but for maximum ease of use we suggest setting older people up with a simple Gmail account.



# What older people should learn

## Shopping

Show them how to shop safely online. Older people will appreciate these reasons to shop online: no tiresome running from store to store, no standing in lines, abounding great values and more.

However, inexperience with online shopping and the occasional shady online merchant can make shopping online dangerous for the elderly if they aren't told what to watch out for.

Lead older people to trusted shopping sites like Amazon and have them bookmark them for later use. Make sure that they know to look for the Verisign, or a similar security symbol, before ever entering any payment information.



# What older people should learn

## E-banking



Advise them:

- Not to use any part of their social security number for their online ID or password.
- Make sure their user ID is easily recognizable to them. Using part of their name is fine for their user ID if they have a secure password.
- Always use at least eight characters in their password. Ideally, a password should contain both letters and numbers, and should not contain easy to guess information like their social security number, birth date, or driver's license or identification card number. Names of pets and children should also be avoided.
- Not to store their online banking password on their computer.
- Protect their Home Computer, by using an up-to-date antivirus program.
- Only Use Online Banking In Secure Locations
- Avoid storing sensitive information on their mobile device
- Keep your firewalls turned on.



# What older people should learn

## Social Networking



Basic steps:

- Explain the purpose of social network.
- Explain the basics before [opening an account](#)
- Explain the privacy policy
- Make sure seniors can commit to being member of a social networks
- Create their account with them
- Show them how to add information to their profile
- Help them to join groups in social networks, as well as Groups and Pages pertaining to old clubs or interests

# THANK YOU

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