

Your Digital Passport to the World of Tech

Internet Safety & Security Tips



Session I:

Email & Password Tips





Breakdown of Sessions

- **Session 1: Email & Password Tips**
- **Session 2: Wi-Fi Networks & Your Personal Info**
- **Session 3: Backing Up Your Information**
- **Session 4: Malware & Computer Viruses**
- **Session 5: Fake or Misleading Information on the Internet**





Download Class Materials

Go to <https://sfcommunityliving.org/learn-skills/computer-training/>, look through our Tech Help Desk class schedules for all online classes hosted by Community Living Campaign.

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Today's Goals

- Learn about **Phishing & Spam**
- Learn how to **spot red flags for fraudulent activity in your Email**
- **Password Tips**
- Find **Help & Keep Learning**





Beware of Phishing

- **“Phishing” is the crime of deceiving people into sharing sensitive information** (passwords, addresses, credit card numbers, social security number, etc.)
- **Victims receive a malicious email or a text message that imitates a trusted person or organization** (a coworker, company, bank, or government office).
- **Scams use scary messages meant to overcome your better judgement by filling you with fear;** demanding you go to a website and take immediate action, or risk some sort of consequence.



Beware of Spam

- **“Spam” is any kind of unwanted, unsolicited digital communication that gets sent out in bulk.**
- Spam can be sent through emails, internet forums, text messages, comment fields, and social media.
- **Do not respond to spam.** Legitimate email/messaging subscriptions will allow you to unsubscribe through quick responses, but spam messages can only be stopped through spam filters or reporting them.
- **Do not have macros enabled by default in your email settings and, when prompted, never agree to enable them for messages sent by unknown sources.**



Spotting Red Flags

- **The sender's address isn't correct.** If it's a legitimate email the sender's address should match the domain for the company they claim to represent. In other words, emails from PayPal always come from `example@paypal.com` and emails from Microsoft always come from `example@microsoft.com`.
- **The sender doesn't seem to actually know who you are.** Legitimate emails from companies and people you know will be addressed to you by name. Phishing emails often use generic salutations like "customer" or "friend."
- **Embedded links have unusual URLs.** If the link looks suspicious, navigate to the website directly via your browser. If you're on a mobile device, navigate to the site directly or via the dedicated app. Links in phishing messages go to fraudulent sites designed to capture your login information.



Spotting Red Flags (cont.)

- **Typos, bad grammar, and unusual syntax.** Does it look like the email was translated back and forth through Google Translate several times? It probably was.
- **The email is too good to be true.** Advance-fee scams work because they offer a huge reward in exchange for very little work. But if you take some time to actually think about the email, the content is beyond reason.
- **There are attachments.** In the world of email communication towards the consumer, attachments are a big no-no, and businesses generally don't send emails with attachments to their consumers.



Password Tips

- Never use names, birthdays, addresses, phone numbers, or any other information which is searchable.
- Include upper and lower case letters, numbers, and symbols (Be aware some accounts won't allow the use of certain symbols, but they will warn you if the desired password is rejected.)
- Never leave a written copy of your passwords near your devices.
- Use a password manager application to house your passwords.
- Use security questions difficult for others to guess or search the answer to.



Password Tips (cont.)

- Don't reuse user name and password combinations for multiple accounts.
- Change your passwords periodically (especially for important accounts like banks, credit cards, medications, work, etc.)
- Consider using multi-factor authentication when available.
- Password protect entry into your devices as well as entry into your accounts, even if you are the only member of your household.



Know Your Resources

- **Customer Support Sites:** Apple.com/support, Support.google.com/android, etc.
- **Databases:** IMDB.com, Library websites, government websites (.gov), etc.
- **Search Engines:** Google.com, Bing.com, Yahoo.com, Ask.com, etc.
- **Customer/Expert Review Sites:** Cnet.com, Yelp, Amazon, BestBuy, etc.
- **Wiki-sites:** like Wikipedia, these sites let users add/modify content.
- **Blogs/Podcasts/Social Media:** Facebook, Twitter, Instagram, Pinterest, Reddit, iTunes, Spotify, Stitcher, etc.



More Resources

- **Geeks on Tour Videos**

www.youtube.com/playlist?list=PLxMFLNwWedPDhh-NCVihh70d2YA8YJJVG

- **Senior Planet**

seniorplanet.org/

- **SF Tech Council's Digital Passport**

<https://www.sftechcouncil.org/passport/>

- **Internet Search**

Whether you use Google, Bing, AOL, DuckDuckGo, or Ask.com; you can always do a general internet search to research something.





Online Tech Classes

Apple Help Desk: Mondays 10:00am – 12:00pm

Internet Safety Help Desk: Tuesdays 10:00am – 12:00pm

Zoom Help Desk: Tuesdays 2:00pm – 3:30pm

Virtual Help Desk: Wednesdays 10:00am – 12:00pm

Android Help Desk: Wednesdays 3:30pm – 5:30pm

Apple Help Desk: Thursdays 3:30pm – 5:30pm

Virtual Help Desk: Fridays 11:00am – 1:00pm

- **All use the same Meeting ID: 873 8317 4373**
- **To join over the phone toll-free:** Call 1-669-900-6833 and enter Meeting ID: 873 8317 4373 ##
- The “Virtual Help Desks” on Wednesdays & Fridays are both for general tech questions & help. The other days focus on a specific topic or type of device.



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