

Cyber Safe Seniors

3 STEP COMPUTER & INTERNET SAFETY

- * What can I do if (I think) my computer has a virus or has been hacked
- * What can I do to be more safe on the internet

What can I do if I think my computer has a virus (or has been hacked)

1 – Keep calm & DON'T PANIC!!!

** No matter what is happening on your computer, don't respond to it*

a – Don't believe what they're saying

b – Don't click on anything

c – Don't call anybody

What can I do if I think my computer has a virus (or has been hacked)

2 – Shut down your computer AS DESCRIBED

a - Locate the On-Off (power) button on your computer

b - Press and HOLD DOWN the On-Off (power) button for 10 seconds

c - This assures the computer is actually shut down and its settings are restored to BEFORE whatever may have happened to your computer's settings

What can I do if I think my computer has a virus (or has been hacked)

3 – Restart your Computer by pressing the On-Off (power) button

a - Wait about 10 minutes before trying to start using the computer again

b - More than likely your computer will now be back to normal - how it was before

c - If the computer is not back to normal, contact a family member or friend to help you further.

What can I do to be more safe on the internet

- 1 – Delete email if it seems even just a little suspicious**
 - a – for many long time email users, over 50% of the mail received is junk (spam or phishing...)
 - b – even email from someone you know may be spam - read the subject line to see if it seems suspicious

What can I do to be more safe on the internet

- 2 – Don't click on any advertisements that show up on your email home screen (or anywhere)**
 - a – these usually show up on the sides of the page / screen and are made to look appealing in some way
 - b – even email from someone you know may be spam - read the subject line to see if it seems suspicious

What can I do to be more safe on the internet

3 – Never enter personal information on a web page you are unsure of

- a – never add information on websites that you haven't purposely logged onto
- b – websites that prompt you for personal information are trying to scam you
- c – if you are at all unsure of about a webpage you are on, close your browser (or restart your computer)

IN CLOSING

- * Anyone who contacts you by phone, email, or computer saying there's a problem with your Computer or Smart Phone or Smart TV or Tablet is trying to see if you are someone they can try to scam.***
- Hang up the phone – Reboot your device – Talk to a family member or friend before doing anything or thinking about it any further.***