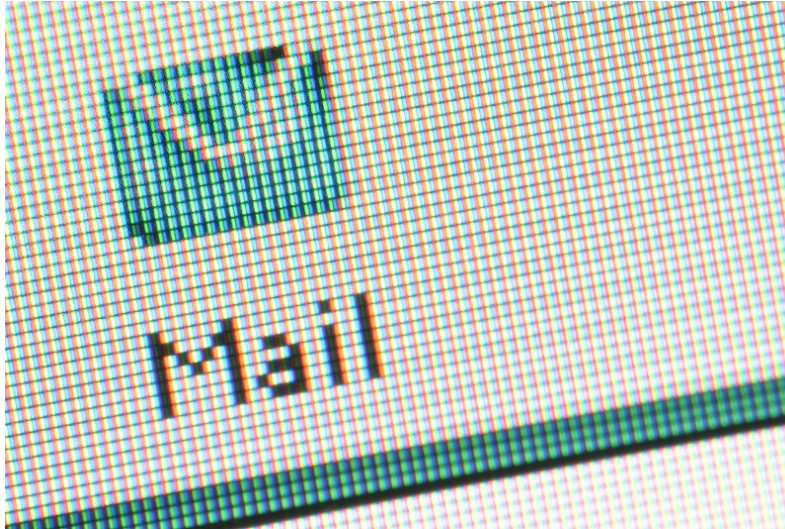


Stay safe

using emails and texts



There is a lot to learn about being safe on the internet. This includes email and texts.

Take your time to understand before you act. Check emails and texts for the following:

- Does the message come from someone you *don't* know?
- Does it offer a **prize**? Or **try to scare you** somehow?
- Is there a link in the message they want you to click on? Is there an attachment they want you to open?



Scammers try to fool you with prizes and threats. It is common to get messages from scammers. Criminals who try to get your personal information are called “phishers.” They make money by stealing personal information from people.

Phishers try to pressure you to reply. They say you will be a big winner if you **click now!** Or that you must **reply now** or you will be arrested. It might even mention the police.

An email like this might look really official.

Never reply because you feel pressured.

Never click on this kind of link. *Never* give any personal information.

What is personal information?

Personal information includes your date of birth, your SIN number, your bank account number and things like that. You should keep all that information very private.

If you aren’t sure and you think maybe the bank or Service Canada really is trying to reach you, call them. Don’t click on the email.

Keep learning about staying safe from a support worker or someone you trust. Reach out and ask questions.

Are You Ready For the Internet?

True or False Quiz

1. Microsoft can tell through Windows software if your computer is running OK or if it has a problem. T / F

2. If you sign up for a newsletter by email, you can change your mind and unsubscribe at any time. T / F

3. If someone calls you from Microsoft because your computer is running slowly, you should let them help you. T / F

4. Revenue Canada will send you an email when your tax refund is ready. Just click on the link they provide and give them instructions. T / F

5. You can use the same password for everything that needs a password. T / F

6. Skype is a free program that lets you talk to friends anywhere in the world at no charge. T / F

7. Lawyers use the internet to find people who are inheriting money. They might email you to tell you that a relative has died and left you money. T / F

8. If there is a problem with your bank account, your bank will email you and give you a link to see what the problem is. T / F

9. Dating sites screen the people who sign up. T / F

10. Computers are easy to break. If you hit the wrong key, you will screw it up and lose everything. T / F



Are You Ready For the Internet –

True or False Quiz

Answers

1. Microsoft can tell through Windows software if your computer is running properly or if it has a problem.

FALSE – if someone calls you and claims to be from Microsoft, hang up. It's a scam. They are trying to trick you and may try to get money from you.

2. If you sign up for a newsletter, you can change your mind and unsubscribe at any time.

TRUE – look for the word 'unsubscribe' (usually at the bottom of the screen). Click on it and they will stop sending you things.

3. If someone calls you from Microsoft because your computer is running slowly, you should let them help you.

FALSE. This is a scam (like the first example). Microsoft will never call you.

4. Revenue Canada will send you an email when your tax refund is ready. All you have to do is click on the link they provide and give them instructions.

FALSE – If you are waiting for a refund, set up an account with Revenue Canada on their website and check there. Don't click on links in emails.

5. You can use the same password for everything that needs a password.

TRUE – but a bad idea. To be safe, make different passwords for different places. Some sites need longer passwords. Some need passwords to include capitals, numbers and special characters -- like * ! # for example.

6. Skype is a free program that lets you talk to friends anywhere in the world at no charge.

TRUE – download the program onto your computer and set up an account. You will need to know the user name of the friend you want to talk to.

7. Lawyers use the internet to find people who are inheriting money. They might email you to tell you that a relative has died and left you money.

PROBABLY NOT – lawyers do use the internet to find people, but if you get an email saying a stranger left you a lot of money, it's probably a scam. Be very careful.

8. If there is a problem with your bank account, your bank will email you and give you a link to see what the problem is.

FALSE – this is another scam to get information from you. Don't click on the link! If you think there is a problem with your account, log on to on-line banking as usual yourself or call your bank.

9. Dating sites screen the people who sign up.

FALSE – Be careful. Some dishonest people use dating sites to scam people. Don't send money to someone you haven't met in person. Even if you have met them, be careful and take your time.

10. Computers are incredibly fragile and if you hit the wrong key, you will screw it up and lose everything.

FALSE ☺ -- yes, you can do things wrong. We all do. Yes, you might lose what you were working on (especially if you didn't save it). But computers don't break down easily. Don't be afraid of your computer.



Quiz and answers

by Cathy Sonnenberg

