"How-To" Internet Help for Seniors

Fall 2024

About the Internet

All About URLs (Uniform Resource Locators)

New to the Internet?

- Here are some links for learning more about the Internet

- https://edu.gcfglobal.org/en/internetbasics/what-is-the-internet/1/

- http://www.internet101.org/category/internet-101/

- http://www.seniorsguidetocomputers.com/internet.asp

Security and the Internet

Download Cautions

- **Internet downloads have a well-earned reputation for containing malware and bloatware**
- **Download only from reputable sites**
  - **Check the URL for httpS**
  - **Know or research your download provider**
- **Read everything as you install**
  - **Bloatware often accompanies free software, even from a reputable provider**

Security Software

- **Top software constantly shuffling**
- **Evaluating Security Software**
  - **Safety Detectives – links with discounts**
  - **PC Magazine**
  - **Cyber Magazine**
  - **Tech Radar**
  - **AV Test – Independent testing**

Be Alert – Check First

➤ Look for **https://** at the beginning of the address bar when viewing sensitive websites or data

➤ Hover mouse over links to check for the real address before clicking (Link)

➤ If a site doesn't look quite right, double check the address bar

Use Strong Passwords!!!

- Long passwords are harder to crack (at least 12 characters)
- Use all allowed character types
  - Alpha (A-Z) – upper and lower case
  - Numeric (0-9)
  - Special Characters (!, #, $, *, _, -, etc.)
- Make up acronyms
  - My Dog Has Fleas, and so do my five cats! = mDHF,&sdm5c!
- Test your passwords https://www.security.org/how-secure-is-my-password/
- Create a password system to use different passwords for different websites

2-Step Verification
a.k.a. multi-factor authentication

- Adds extra security in case a password is hacked

- Sign in using 2 factors
  - Something you know (password, personal info)
  - Something you have (cell phone, email, authenticator)

- Recommended for monetary and personal identity accounts like banking and health records

Too Many Cookies?

- **A cookie is a small piece of data stored on the user's computer by the web browser**
  - Stores information to be used when returning to a site
  - Such as your name, passwords, preferences, etc.
- **Saves time for often visited sites**
- **May share your info with other entities (Trackers)**
- **Can be blocked and or deleted via settings/preferences**
- **Use privacy modes**

Private Browsing Mode

- Browse without accepting cookies or trackers
- Most browsers offer private browsing
  - Chrome uses Incognito Mode (Ctrl+Shift+N)
  - Bing uses InPrivate browsing (Ctrl+Shift+N)
  - Mozilla Firefox uses Private browsing (Ctrl+Shift+P)
  - Safari was the first to offer Private Windows (Cmd+Shift+N)
- Phones and Tablets
  - Android – 3-dot menu > New incognito tab
  - Apple – varies by device

VPN (Virtual Private Network)

➡ **VPN Software creates a secure connection**

➡➡ **Private browsing history**

➡➡ **Hides physical location**

➡➡ **Provides anonymity**

➡➡ **Encrypts your output**

➡ **Possible disadvantages**

➡➡ **May slow your internet speed**

➡➡ **Cost**

Additional reading:
https://whatismyipaddress.com/vpn

If You're Hacked
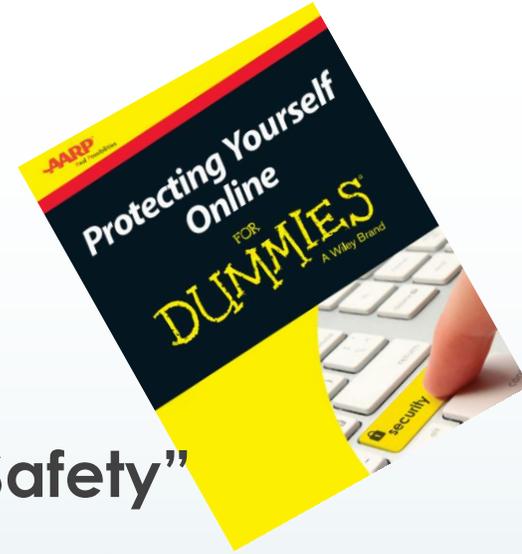
- Better Business Bureau assistance: https://scamsurvivaltoolkit.bbbmarketplacetrust.org/
- Change Your Password
- Enable Multi-factor Authentication
- Alert Your Contacts
  - Hint: Put yourself in your address book so you get a copy if you're hacked
- Use Your Email Provider's Website
  - Link for reporting abuse
  - Phone & email usually found in "Contact Us"

Report Fraud

Stop Scam

- **Report Scams and Fraud**
  - **USA.gov offers links to report various scam types**
- **Report phishing emails to reportphishing@apwg.org**
  - **Report phishing tests to SPAM (7726) or**
  - **ReportFraud.ftc.gov**

Stay Informed

- **Read AARP's "[Protecting Yourself Online](#)"**
  - **Especially Chapter 5 – "Shopping and Banking Safety"**
- **AARP also offers: http://www.aarp.org/money/scams-fraud/**
- **US Government Consumer Protection site: https://www.usa.gov/scams-and-frauds**
- **Federal Trade Commission: https://www.consumer.ftc.gov/features/scam-alerts**
- **Alerts from your bank and other financial institutions**
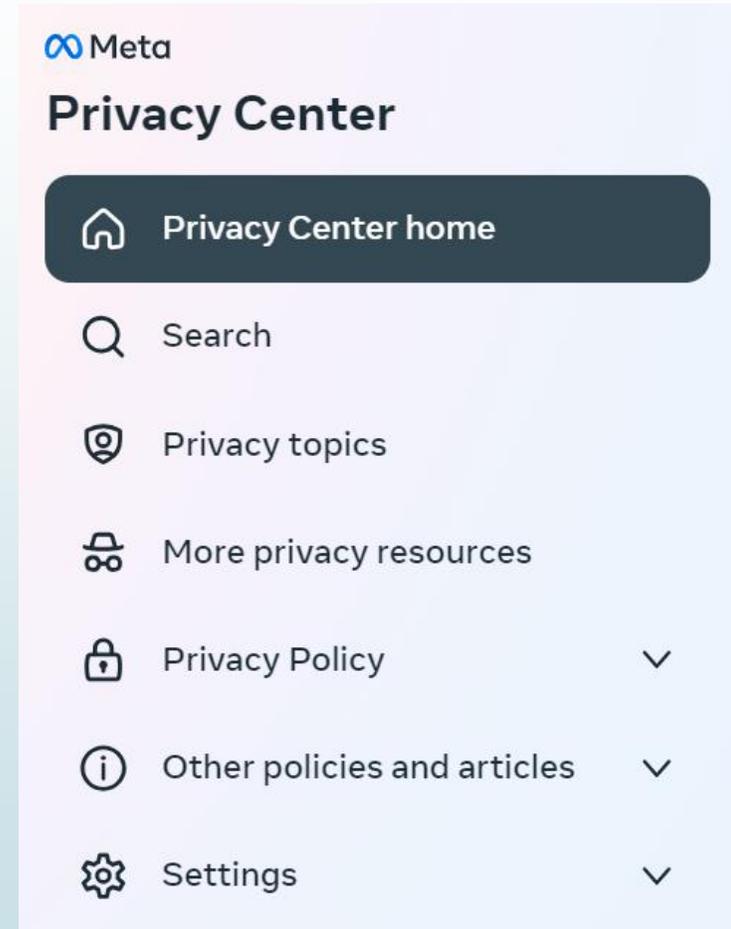- **Be aware of breaking news about scams**

Stay Secure on Social Media

➡ **Use Privacy Settings**

➡ **Check out what others see on your page**

➡ **Be careful what you post**

➡ **Be aware of how your accounts interconnect**

➡ **Consider using "false" data about yourself when sensitive information is required**

Privacy on Facebook (Meta)

➡ **Search "View as"**

   ➡ **Learn what others see (Public vs Friends)**

➡ **Right-click your avatar**

   ➡ **Visit Settings & Privacy to change your settings**

➡ **Manage Profile settings**
https://www.facebook.com/privacy/center/

   ➡ **Go To Facebook Settings to control several factors**

∞ Meta

Privacy Center

⌂ Privacy Center home

🔍 Search

🛡 Privacy topics

More privacy resources

🔒 Privacy Policy ∨

ⓘ Other policies and articles ∨

⚙ Settings ∨

Stay Safe Shopping

- **Use Well-Known, Secure Internet Sites**
  - Internet Site also has Bricks and Mortar stores
  - Internet Site has https: in URL or takes the shopper to a secure https: link to complete the purchase
- **Set up an email account specifically for shopping**
- **Use a strong passwords for your accounts**
- **Use a low limit credit card for purchases or**
- **Use PayPal or Google Wallet to complete a purchase**
  - Consider low limit bank account
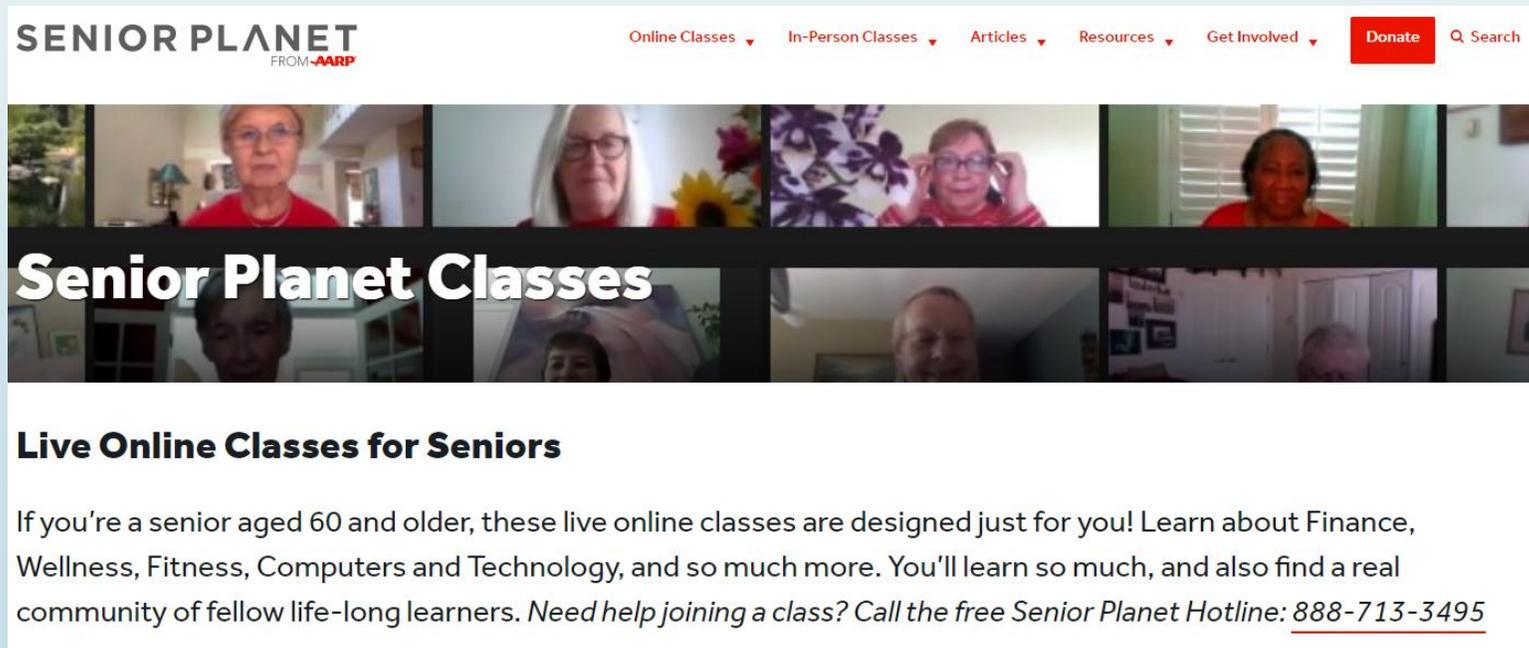- **Trust your gut and/or check with the BBB**

Red Flags from Telemarketers

- Caller claims to be from government
- Caller says you must make payment to keep coverage
- Caller won't give specific details about plan or product
- Caller wants sensitive personal information
- Caller offers "free" medical equipment or supplies
- Caller asks for credit card information
- Caller asks you to purchase a gift card
- Unsolicited call from insurance or medical supply

Options for Seniors

Free Computer Classes from AARP

➡ [Senior Planet](#)

　➡ Class recordings

　➡ How-To Videos

　➡ Instructional Handouts

SENIOR PLANET
FROM **AARP**

Online Classes ▾　　In-Person Classes ▾　　Articles ▾　　Resources ▾　　Get Involved ▾　　Donate　　🔍 Search

Senior Planet Classes

Live Online Classes for Seniors

If you're a senior aged 60 and older, these live online classes are designed just for you! Learn about Finance, Wellness, Fitness, Computers and Technology, and so much more. You'll learn so much, and also find a real community of fellow life-long learners. *Need help joining a class? Call the free Senior Planet Hotline:* 888-713-3495

Online Medical Help

- **[MedlinePlus](#) courtesy of our government**
  - **[Medicare](#)**

- **Video Doctor Visits that work with your insurance**
  - **[Doctors on Demand](#)**
  - **Amazon [One Medical](#) uses your Amazon Prime account**
  - **[CVS](#) Minute Clinic**
  - **[Walgreens](#) Virtual Healthcare**

Medical Help & Drugs Online

➡ **WebMD**

➡ **Mayo Clinic**

➡ **GoodRX.com**

   ➡ **Great health articles**

   ➡ **Save on Rx**

➡ **costplusdrugs.com** – **No Middlemen**

   ➡ **Find your medication**

   ➡ **Ask doctor to send Rx**

   ➡ **Rx mailed to you**

Personal Transportation

- **Uber**
  - **Apps for Apple and Android phones**
    - **Uber Hourly to keep driver and car with you**
    - **Teen accounts for your grandchildren**
    - **Now or schedule ahead**
  - **Call for a ride at 1-833-873-8237 or [Google](#)**
- **Lyft**
  - **Apps for Apple and Android phones**
    - **Choose sex of driver**
    - **Frequent coupons in email**
    - **Now or schedule ahead**
  - **[How to Request a ride](#)**

Video Communications

➡ **Computer** (Win or Mac)

  ➡ **Zoom**

  ➡ **Skype**

  ➡ **Microsoft Teams**

    ➡ **(Microsoft 365)**

  ➡ **WhatsApp**

  ➡ **Google Meet**

➡ **iPhone**

  ➡ **Face Time**

  ➡ **Zoom**

  ➡ **Skype**

  ➡ **Google Meet**

  ➡ **Microsoft Teams**

  ➡ **WhatsApp**

➡ **Android**

  ➡ **Google Meet**

  ➡ **Zoom**

  ➡ **Skype**

  ➡ **Microsoft Teams**

  ➡ **WhatsApp**

Texting

- **[How-To Text](#)**
  - **[Acronyms](#)**
  - **[Emojis](#)**
- **Translating**
  - **Google Translate app**
  - **AI Translations in many apps**
- **Meta Messenger**
- **[WhatsApp](#)**

Groceries Online

➡ **Local Stores**
  - ➡ [Kroger](#)
  - ➡ H-E-B [Find a Store Location](#)
  - ➡ [Aldi's](#)
  - ➡ [Instacart](#) offers several choices

➡ **Walmart, Target & Amazon [compared](#)**
  - ➡ [Walmart](#)
  - ➡ [Target](#)
  - ➡ [Amazon Fresh](#)
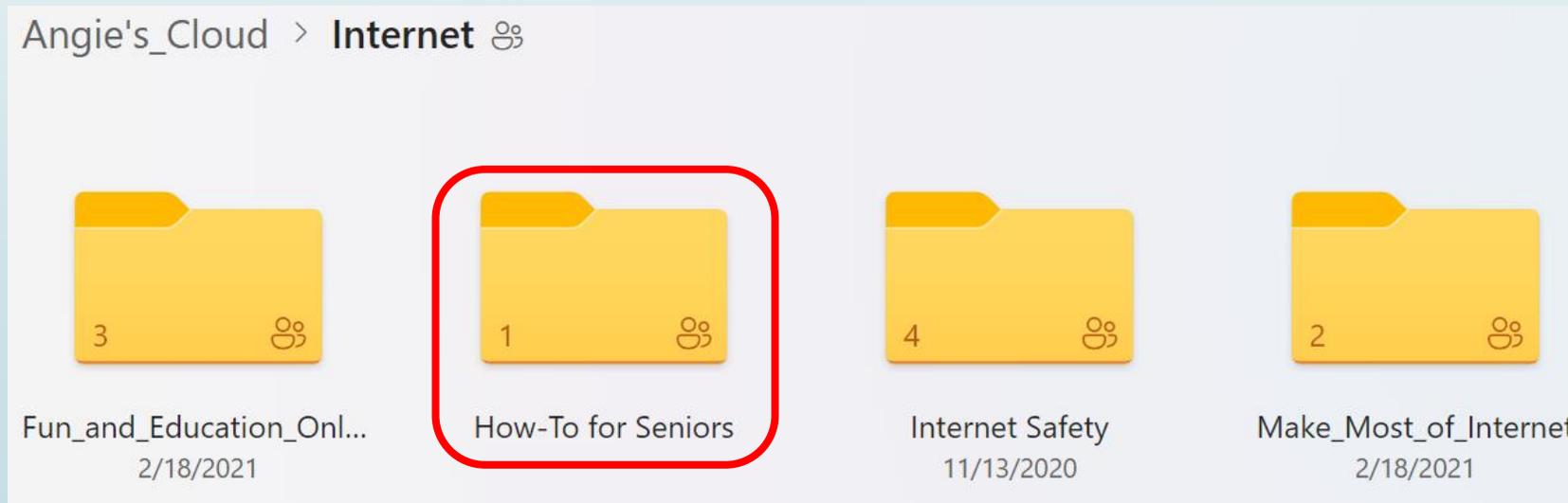
Finding Help with How-To

- **[Wiki How](#) "How to do anything…"**
  - Step-by-step How-To instructions for a plethora of tasks
  - Instructional videos
- **[YouTube](#)**
  - How-To videos galore
  - Much more: movies, news, podcasts, music…
- **[GCFLearnFree](#)**
  - A great place to learn
  - [All topics list](#)

Info & Resources

Class Information Available

➡️ **[How-To Internet for Seniors](#)**

➡️ **For more complete experience, go to https://angitech.me**

➡️ **Click on Angie's Cloud**

➡️ **Locate the Internet folder and open How-To for Seniors**

Other Resources

➡ **[Avoiding Online Scams](#) from McAfee**

➡ **[Internet Plans & Discounts for Seniors](#)**

➡ **GCF Global- [A Great Place to Learn](#)**

➡ **[Tech Life Unity](#)**

➡ **[Chase Security Education](#)**

➡ **Angie's Pages**

   ➡ **Website – [angitech.me](#)**

   ➡ **Free Handouts – [Angie's Cloud](#)**

   ➡ **[Contact Angie](#)**