








Internet safety tips

-  Lock your computer, tablet or phone in the same way you would lock your front door or your car.
-  Have a strong password. Make it long, and try to include numbers, symbols, and both uppercase and lowercase letters.
-  If you write your password down to remember it, keep it in a safe place away from your computer.
-  Take your time. Messages that tell you to do something straight away might be a scam.
-  Think before you share on social media.
-  Are you revealing personal information like where you live?
-  Delete emails that seem strange and do not click on links in them.

Based on privacy tips for older adults from the National Cyber Security Alliance:
<https://staysafeonline.org/stay-safe-online/managing-your-privacy/privacy-tips-older-adults/>

Coronavirus scams






Scams can happen online or in person. Recently, there have been lots of coronavirus related scams e.g:

- Fake emails offering money back or offering tax rebates
- People selling ineffective face masks
- People selling hand sanitizer that is harmful to humans
- People door knocking asking for donations
- People door knocking and pretending to be health workers “testing” for coronavirus

The following instructions give advice on how to avoid coronavirus scams.

How to avoid coronavirus scams

Tips to protect yourself:

-  Check with your friends and family before accepting offers of help
-  It's ok to say no or ignore offers
-  Take your time in making a decision, especially before giving money or personal information
-  If it sounds too good to be true, it probably is
-  Only buy from trusted sellers

Where to get help:

Contact the **Citizens Advice Consumer Helpline** on **0808 223 11 33** for advice on scams.

Call **Action Fraud** on **0300 123 2040** to report a scam. Contact your **bank** if you think you have been scammed.

General avoiding scams tips



Your bank will not ask for your PIN number on the phone or ask you to give your card to a courier.



For doorstep callers think Stop, Lock, Chain, Stop.



Get independent advice before making decisions about pensions.



Do not open emails or attachments from a stranger or person you do not know.



Ignore letters or emails saying you have won millions if you have not entered a competition.



You can always say no, hang up, or ask someone to leave. Do not feel bad about doing this.

Based on avoiding scams tips from Age UK: https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig05_avoiding_scams_inf.pdf

Key contacts to report scams

Key phone numbers and websites to report scams.

Phone numbers

Action Fraud

0300 123 2040

Citizens Advice Manchester

03444 111 222

Victim Supportline

0808 16 89 111

Websites

Action Fraud

www.actionfraud.police.uk

GM Police

www.gmp.police.uk

Online guides to internet safety

Click on the following links to find online information on internet safety.

Age UK – Staying Safe Online

<https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security/>

Age UK – Internet Security Guide

https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukil4_internet_security_inf.pdf

Learn My Way – Online Safety Training Course

<https://www.learnmyway.com/subjects/online-safety/>

Further support

Telephone support from Manchester Digital Champions

Got a device that connects to the Internet? Need help using it? We have a team of digital champions who offer telephone support to Manchester residents. Calls can be made in 15 languages.

Text **07860 064128** or email **digitalinclusion@manchester.gov.uk** leave your name and we'll call you back and help!

Stay connected through COVID-19

If you need help and support to get online, call the Community COVID-19 Support Helpline on **0800 234 6123**, or email us at **digitalinclusion@manchester.gov.uk**

Find out more at:

https://www.manchester.gov.uk/downloads/download/7239/stay_connected_through_covid-19_leaflets

This guide was produced in partnership with the following groups, networks and organisations:



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All information provided at time of writing and distribution is true and correct but may change without notice. We will endeavor to keep information updated each month. Please check out the website for the latest downloadable version: <https://buzzmanchester.co.uk/>

For further information about this guide, please email: simon.kitchin@gmmh.nhs.uk or lorna.dawson@gmmh.nhs.uk

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