

# DU Learning Guide

## Stay Safe Online

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*"We have nothing to fear but fear itself."*

### What's it all about?

The Internet is a wonderful tool that can make your life better in many ways. Unfortunately the features that make it easy for honest people to use can also be exploited by mischief-makers and even criminals.

But you should not let fear stop you using the Internet.

A few simple precautions will keep you safe online.

### Key tips

- **Make sure that your computer is secure**

It is **essential** that your computer is protected by a *firewall*, and by up-to date *anti-virus* and *anti-spyware* software. If you do not know how to do this, ask the Silver Surfers' Day Event Holder where you can get help.

- **Don't open spam**

*Spam* is email that is sent automatically to millions of addresses. It usually advertises things such as drugs or pornography.

If you receive an e-mail from someone that you have never heard of, **don't** open it. Delete it immediately. If you do open it by accident, **don't** click on any links. **Never** reply to a spam message.


- **Protect your personal information**

Never give your passwords, PIN numbers or bank account numbers to anyone. Criminals send out emails that look very authentic, asking you to confirm your PIN or go to a website and log in. If you receive such an email, do **not** reply or click on any links. Delete it.

- **Shop safely**

Only buy from online retailers that have a good reputation, either as "high street" shops, or established online stores. If you buy from auction sites such as eBay follow their security advice very carefully. Never download pirated software, music or videos.

- **Use secure connections for personal data**

If you are using a shopping website and need to give credit or debit card details, it is essential that the website sets up a **secure connection** with your pc. You will know that you have a secure connection because the website address will start **https://**, and a small padlock will be displayed; next to the address if you use Internet Explorer 7 or Firefox browser,  and at the bottom right corner of the page for Internet Explorer 6.

For more information see **Get Safe Online**, a website set up by the Government and leading banks and IT organisations. [www.getsafeonline.org](http://www.getsafeonline.org)

### Some more useful websites

**Consumer Direct**

[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

Government website with advice about your rights as consumers. Some very good tips about recognising *scams* (confidence tricks).

**E-victims.com**

[www.e-victims.org](http://www.e-victims.org)

A new website, dedicated to helping people who have suffered bad experiences when shopping online.

**How to complain.com**

[www.howtocomplain.com](http://www.howtocomplain.com)

A website for people who need help to complain about goods or services.

**Shop Safe**

[www.shopsafe.co.uk](http://www.shopsafe.co.uk)

A directory of online shops, with good advice on safe online shopping.

**Think U Know**

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

Website with advice for children and parents about online safety.

**Trading Standards Central**

[www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

Consumer protection information in from the Trading Standards Institute.