

Scams & online safety | Easy | 2 min read

Staying safe online

Staying safe online mostly comes down to a few good habits. You do not need to be technical, and you do not need to be afraid. Doing a handful of simple things protects you from most problems.

The basics

- Use a different strong password for each important account, such as email and banking. A password manager can remember them for you.
- Turn on two-step sign-in wherever it is offered, especially for email and banking.
- Install updates on your computer, phone and tablet when they appear.
- Keep your security software switched on and up to date. Windows includes Windows Security, which is good for most people.

Think before you click

1. Be cautious of unexpected emails, texts and calls, particularly ones that create urgency, offer prizes or ask for money or personal details.
2. Do not click links in messages you were not expecting. Open your bank or provider's website or app yourself instead.
3. Banks and the police will never ask you to move money to a "safe account", or ask for your PIN or full password.
4. Only download apps from the App Store or Play Store, and programs from the maker's own website.

If you think something is wrong

- If you have been scammed, contact your bank straight away using the number on your card.
- Report it to Report Fraud (formerly Action Fraud) at reportfraud.police.uk or on 0300 123 2040. In Scotland, call Police Scotland on 101.
- Forward scam texts to 7726, and scam emails to report@phishing.gov.uk.

It is never your fault, and scammers are good at what they do. Reporting helps protect others.

When to get more help

Stop and ask for help if you have clicked a link or opened an attachment and feel unsure, have given details to someone you do not trust, or your computer is behaving strangely afterwards. Do not feel embarrassed, as we have seen it all before. Tell us what happened and when.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.