

# Stay safe online



Suspect it's a scam? When in any doubt, it's always a good idea to ask someone you trust for their opinion.

Getting online is great. It can open up your world, but it can also open up more ways for fraudsters to reach you. We want to help you stay safe and know what to do if you suspect something's not right.

## Stop and think



Always trust your instincts. If something seems too good to be true, it probably is.

## Be careful about links



Clicking on a link could give fraudsters access to your details. Think about who has sent it and why they want you to click it. Be cautious about URGENT messages that demand immediate action.

## What's phishing?



You may receive an email or text message that looks and sounds genuine but is actually from someone attempting to steal your identity or get money. Don't give away passwords or personal information and don't make any payments without checking with a relative.

## Look for the padlock



Look for a padlock symbol in the address bar and you'll know the connection between you and the website is secure.

## Check credentials



Legitimate online shops make it easy to get in touch. You can also use [trustpilot.com](https://www.trustpilot.com) to check for reviews.

## Delete scam emails



You can also mark them as spam to make future messages from the same address automatically go into your spam folder.

## Check the sender's email address



Some fraudsters will make their emails look genuine by appearing to use official branding. Always check the sender's address to be sure the email is from the relevant company.

## Check if it's a scam



Citizens Advice has a scam checker that you can use to see if something is a scam – head to their website to find out more: [citizensadvice.org.uk](https://www.citizensadvice.org.uk)

## Protect your devices



It's important to keep your personal data safe, so make sure you use strong passwords, install security software on your computer and use a password to protect your smart phone, tablet and WiFi.

## Lock it



When you've finished with your phone, computer or tablet, lock it – just like you would with your front door.

