

# SrCyberChat

Twitter Chat on sharing cybersecurity awareness and resources for older adults



**Front Porch**  
@FrontPorchCS

HELLO! A big welcome and thank you to everyone here with us today! [#SrCyberChat](#)



3 HOURS

AGO



**Front Porch**  
@FrontPorchCS

This [#SrCyberChat](#) was organized with the goal of facilitating greater awareness of [#cybersecurity](#) issues affecting [#olderadults](#) today.



3 HOURS

AGO



**Front Porch**  
@FrontPorchCS

[#SrCyberChat](#) is also part of our [#PiersProject](#) initiative 2 address [#CyberSecurity](#) through education & training 4 seniors in [#InternetSafety](#)



3 HOURS

AGO



**Front Porch**  
@FrontPorchCS

Learn more about the [#PiersProject](#) & the work we're doing in [#CyberSecurity](#) visit [bit.ly/2d2rCzG](https://bit.ly/2d2rCzG) [#SrCyberChat](#)



3 HOURS

AGO



**Front Porch**  
@FrontPorchCS

Now, we are thrilled to introduce some of our main contributors during this next hour of [#SrCyberChat!](#) [#SrCyberChat](#)



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Kelly Kephart from Serving Seniors, a leading provider of supportive services for 60+ in SD County [@ServingSeniors](#) Welcome! [#SrCyberChat](#)



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Fabiola Torres, Health & Wellness Manager from St. Barnabas Senior Services in Los Angeles [@SBSSla](#) Welcome! [#SrCyberChat](#)



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Alan Pugh, tech advisor from [@hellotech](#) Welcome! [#SrCyberChat](#)



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Anai Ibarra, AARP CA's Assoc State Dir of Multicultural Comm & representing AARP's Fraud Watch Network today [@AARPCA](#) Welcome! [#SrCyberChat](#)



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

We at @FrontPorchCS will also be sharing our answers and resources to the questions as well. #SrCyberChat



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Before we begin, we kindly request for everyone chiming in to save any promotional announcements to the last 5 min of the chat. #SrCyberChat



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Links that are relevant & meaningful to the discussion questions at hand, however, are welcome throughout the chat. Thank you! #SrCyberChat



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Alright, let's get started... #SrCyberChat



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Q1 WHAT DO YOU THINK ARE SOME COMMON ONLINE/EMAIL SCAMS TARGETING SENIORS TODAY? #SrCyberChat



3 HOURS  
AGO



**Serving Seniors**

@ServingSeniors

Identity theft to gain access to [#SocialSecurity](#) funds is a common scam faced by our seniors [#srcyberchat](#)



3 HOURS

AGO



**Front Porch**

@FrontPorchCS

A1 Scams posing as IRS through emails, texts & phone calls. The real IRS will never contact unsolicited for personal tax issues [#SrCyberChat](#)



3 HOURS

AGO



**Christine  
Karapetian**

@christine\_fpciw

A1: E-mails 4rm banks asking u 2 submit personal info online. Locate the green padlock and https,'s' for [#security](#), in the link [#SrCyberChat](#)



3 HOURS

AGO



**Julie  
Santos**

@julie\_fpciw

A1 Scammers pose as Medicare reps to phish older adults for personal info which they provide to bill Medicare + pocket money. [#SrCyberChat](#)



3 HOURS

AGO



**Anne Oh**

@anneohhhh

A1 Telemarketing and phone scams that ask seniors for their personal information. [#SrCyberChat](#)



3 HOURS

AGO



**Julie Santos**  
@julie\_fpciw

.@anneohhhh Yes! Very common issues. Scammers pretend they are from the IRS saying they owe money or they won a large prize. #SrCyberChat



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

@FrontPorchCS A1 Romance Scams are one of the most common along with Microsoft Tech scams. #SrCyberChat



2 HOURS  
AGO



**Serving Seniors**  
@ServingSeniors

A1 telephone or email scams involving loved ones specific information, saying they need the seniors help #srcyberchat



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

@ServingSeniors Yes like the "Nigerian Prince" scam. #SrCyberChat



2 HOURS  
AGO



**San Diego Futures**  
@sdfutures

Another awesome tip on how seniors can keep themselves protected form online scams. #SrCyberChat @ServingSeniors [twitter.com/servingseniors...](https://twitter.com/servingseniors)



2 HOURS  
AGO



**HelloTech**  
@hellotech

Foreign lotteries and royalty are still big! Lately, though, fake FBI/CIA warnings are common. Never open those att... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS  
AGO



**Christine  
Karapetian**  
@christine\_fpciw

Yes! Wiring of money, asking for personal info via e-mail, etc. are common ways they target [#seniors](#) [#SrCyberChat](#) [twitter.com/hellotech/stat...](https://twitter.com/hellotech/stat...)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A1 Pop-up windows on browser simulating virus-scanning software that downloads a fake program for money or an actual virus [#SrCyberChat](#)



3 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Q2 WHAT MAKES OLDER ADULTS VULNERABLE TO [#ONLINEFRAUD](#)? [#SrCyberChat](#)



3 HOURS  
AGO



**JewelCode Corp**  
@JewelCodeCorp

A2 Some older adults are a little more "trusting" online & may click on various things making them more vulnerable [#onlinefraud](#) [#srcyberchat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A2 Visiting unsecured and unsafe websites, clicking on pop-up windows that may have viruses or malware. [#SrCyberChat](#)



2 HOURS  
AGO



**JewelCode Corp**  
@JewelCodeCorp

[@FrontPorchCS](#) It's said that those fake popup windows have fooled a lot of people. [#srcyberchat](#)



2 HOURS  
AGO



**Christine Karapetian**  
@christine\_fpciw

A2: [#olderadults](#) are more likely 2 b financially secure than younger generations & less likely to report/recognize fraud [#SrCyberChat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

A2 We live in a time there are new cures for old diseases. Scammers uses that hope to their advantage. [#SrCyberChat](#).



2 HOURS  
AGO



**Serving Seniors**  
@ServingSeniors

A2 Inexperience with [#technology](#) leaves seniors vulnerable to scams [#srcyberchat](#)



2 HOURS  
AGO



**Jessica Yoon**  
@jessica\_fpciw

@ServingSeniors YES! greater #DigitalLiteracy for older adults is key to the work we do at @FrontPorchCS



2 HOURS  
AGO



**JewelCode Corp**  
@JewelCodeCorp

@ServingSeniors Exactly, they don't always know what's "safe" #srcyberchat



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

#srcyberchat A2 Older adults tend to be more trusting and often less comfortable with technology according to the FBI



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A2 Not taking measures to protect your basic private, personal information on social media can make you vulnerable to scammers. #SrCyberChat



2 HOURS  
AGO



**Serving Seniors**  
@ServingSeniors

A2: #Isolation can be a contributing factor. Encourage seniors to get out there and talk to each other about these issues! #srcyberchat



2 HOURS  
AGO





**SBSS**  
@SBSSla

It is important to ensure that seniors are checking out on secure networks when they shop online. Using secure websites can help [#srcyberchat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

[@ServingSeniors](#) Actually, we'll be going over that in a moment :-). [#SrCyberChat](#)



2 HOURS  
AGO



**Spirituality & Aging**  
@CLHSpiritAging

A2 Loneliness can contribute to vulnerability to [#onlinefraud](#) [#SrCyberChat](#)



2 HOURS  
AGO



**SBSS**  
@SBSSla

Wow! That is amazing [#SrCyberChat](#) [twitter.com/FrontPorchCS/s...](https://twitter.com/FrontPorchCS/s...)



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

Scams often target older adults coz its believed they have a nest egg saving & good credit [#srcyberchat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A2 Important for people to understand that every bit of data about u and yr online habits could be worth something to scammers. [#SrCyberChat](#)



2 HOURS  
AGO



**Katherine Kennedy**

@caldricfan

@FrontPorchCS A2 Older adults are less familiar with the Internet; Online shopping on unsecure networks can compromise accounts #SrCyberChat



2 HOURS

AGO



**JewelCode Corp**

@JewelCodeCorp

@caldricfan @FrontPorchCS Good point! #srcyberchat



2 HOURS

AGO



**Anne Oh**

@anneohhhh

A2 Unfamiliarity with technology and older adults tend to be more trusting of others. #SrCyberChat



2 HOURS

AGO



**Aaron**

**Hagedorn**

@technaging

@FrontPorchCS Where can seniors find out about the latest scams? #SrCyberChat



2 HOURS

AGO



**Christine**

**Karapetian**

@christine\_fpciw

Check out info from [aarp.org](http://aarp.org) and [ftc.org](http://ftc.org) :) They have plenty of resources on their...  
[twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS

AGO



**Front Porch**  
@FrontPorchCS

Q3 WHAT DO YOU THINK CONTRIBUTES TO THE GROWING NUMBER OF UNREPORTED FRAUD AMONG OLDER ADULTS? #SrCyberChat



2 HOURS  
AGO



**SBSS**  
@SBSSla

A3: Seniors are oftentimes embarrassed about getting scammed. it is better to report so that it does not happen to anyone else #srcyberchat



2 HOURS  
AGO



**Christine**  
**Karapetian**  
@christine\_fpciw

Yes, absolutely! Society places a negative stigma on these situations. They need to be voiced more often to spread... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS  
AGO



**Julie**  
**Santos**  
@julie\_fpciw

A3 They don't know who to report it to, are too ashamed at having been scammed, or don't know they have been scammed. #SrCyberChat



2 HOURS  
AGO



**Serving Seniors**  
@ServingSeniors

A3: #seniors could be embarrassed about getting scammed #srcyberchat



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

Isolation, embarrassment fears & not knowing who 2 report 2 r major reasons that senior don't report fraud and scams [#srcyberchat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

A3 Concerned their family may think the victim may not have the mental capacity to take care of their own finances. [#SrCyberChat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A3 Many seniors who are victims of [#cybercrime](#) unfortunately do not know how or where to report their case. [#SrCyberChat](#)



2 HOURS  
AGO



**Serving Seniors**  
@ServingSeniors

A3: Many [#seniors](#) are unaware they've been scammed until it's too late [#srcyberchat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

[@ServingSeniors](#) Plenty of times they don't know they have been scammed. [#SrCyberChat](#)



2 HOURS  
AGO



**Katherine Kennedy**

@caldricfan

@FrontPorchCS A3 Fraud is underreported due to embarrassment and lack of where to turn - Check out @AgelessAlliance for support #SrCyberChat



2 HOURS

AGO



**Julie**

**Santos**

@julie\_fpciw

Thank you for sharing that @caldricfan! #SrCyberChat #CyberAware #NCSAM2016 [twitter.com/caldricfan/sta...](https://twitter.com/caldricfan/status/788888888888888888)



2 HOURS

AGO



**SBSS**

@SBSSla

A3: Seniors sometimes are unaware that they are being scammed, until it directly impacts their bank account #srcyberchat



2 HOURS

AGO



**Spirituality & Aging**

@CLHSpiritAging

A3 Embarrassment. My mom got scammed on a phone deal. Mortified when i discovered them. #SrCyberChat



2 HOURS

AGO



**USCFCSC**

@USCFCSC

It's important to educate the family caregiver about scams because they can help educate the senior #srcyberchat



2 HOURS

AGO



**Jessica Yoon**  
@jessica\_fpciw

Great point @USCF CSC! It takes a village...=) [twitter.com/USCF CSC/status...](https://twitter.com/USCF CSC/status...)



2 HOURS  
AGO



**Christine Karapetian**  
@christine\_fpciw

A3: #seniors may not be aware of the crime being committed against them, complicating investigation processes for authorities #SrCyberChat



2 HOURS  
AGO



**HelloTech**  
@hellotech

It's a bit tougher (but not impossible!) to scam someone who grew up with the internet. Technology moves faster tha... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

Great point! #SrCyberChat #CyberAware #NCSAM2016 [twitter.com/hellotech/stat...](https://twitter.com/hellotech/stat...)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A3 Some older adults might not even be aware that fraud or elder abuse has happened to them. #SrCyberChat



2 HOURS  
AGO



**Anne Oh**  
@anneohhhh

A3 Fear of reporting because seniors are ashamed that they have been scammed. #SrCyberChat



2 HOURS  
AGO



**HelloTech**  
@hellotech

As others noted, embarrassment plays a role. Don't be embarrassed! Fraud happens to so many people every day. We mu... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Q4 WHAT CAN WE DO TO HELP SENIORS AVOID FEAR OF USING THE INTERNET, WHILE STILL PROMOTING SAFE ONLINE BEHAVIOR? #SrCyberChat



2 HOURS  
AGO



**Aaron  
Hagedorn**  
@technaging

@FrontPorchCS Is there software that can screen e-mail for known scams? #SrCyberChat



2 HOURS  
AGO



**Julie  
Santos**  
@julie\_fpciw

A4 The internet is not a scary place. Talk to them on ways they can be more vigilant about the "red flags" around the internet. #SrCyberChat



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A4 Some interesting stats—58% of US older adults in 2015 report they use the Internet...[bit.ly/2d1DyUW](https://bit.ly/2d1DyUW) 1/2 #SrCyberChat



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A4 ...And more than half of those seniors who are online also use Facebook [pewrsr.ch/1E1VbXp](https://pewrsr.ch/1E1VbXp) 2/2 #SrCyberChat



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

A4 Benefits of the internet include creating social cxns via social media + videochat to keep up w/ long distanced loved ones. #srcyberchat



2 HOURS  
AGO



**USFCSC**  
@USFCSC

Do you think the spam/clutter filters are helping to reduce e-mail type scams from getting in front of senior? #srcyberchat



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

Q4 Older adult and their family, friends and loved one can get free fraud prevention tools & assistance #fraudwatch #srcyberchat



2 HOURS  
AGO





Spirituality & Aging

@CLHSpiritAging

A4 Wondering if group intro to and training and ongoing "computer club" might help awareness of fraud. [#SrCyberChat](#)



2 HOURS

AGO



SBSS

@SBSSla

A4: Computer classes and workshops focusing on online safety and use can greatly enhance a senior's confidence & ability w/ tech [#srcyberchat](#)



2 HOURS

AGO



SBSS

@SBSSla

A4: Making seniors aware of common online scams can help them feel more confident online [#srcyberchat](#)



2 HOURS

AGO



Serving Seniors

@ServingSeniors

A4: taking a [#computer](#) class can help seniors gain confidence in using [#technology](#) while learning safety as well [#srcyberchat](#)



2 HOURS

AGO



Julie

Santos

@julie\_fpciw

Yes, continuing education on [#cybersecurity](#) is key! Scammers keep up and get savvier as time goes by. [#SrCyberChat](#) [twitter.com/SBSSla/status/...](https://twitter.com/SBSSla/status/...)



2 HOURS

AGO



**Christine Karapetian**

@christine\_fpciw

A4: Make [#cybersecurity](#) resources/information readily available 2 [#olderadults](#) & emphasize the many benefits of the [#internet!](#) [#SrCyberChat](#)



2 HOURS

AGO



**JewelCode Corp**

@JewelCodeCorp

[@SBSSla](#) [@christine\\_fpciw](#) Yes, Education, classes about internet safety, things to be aware of, not to click on are great. [#srcyberchat](#)



2 HOURS

AGO



**HelloTech**

@hellotech

Security and education! If a user knows they have good AV, good passwords, and good habits, they can be connect wit... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS

AGO



**Lois Bowers**

@Lois\_Bowers

Here's research about the growth of social media use among seniors: [ow.ly/cqW4304Vybe](https://ow.ly/cqW4304Vybe) [#SrCyberChat](#)



2 HOURS

AGO



**Front Porch**

@FrontPorchCS

A4 Be an advocate for greater [#DigitalLiteracy](#) in your communities. More confidence and knowledge can lead to safer usage. [#SrCyberChat](#)



2 HOURS

AGO



**Front Porch**  
@FrontPorchCS

A4 Encourage older adults to share their concerns and ask more questions if they feel unsure about anything. [#SrCyberChat](#)



2 HOURS  
AGO



**Serving Seniors**  
@ServingSeniors

A4 The younger generations are a great [#technology](#) resource for [#seniors](#) [#SrCyberChat](#)  
[twitter.com/FrontPorchCS/s...](https://twitter.com/FrontPorchCS/s...)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

A4 Benefit of being [#online](#) is [#safety](#). Seniors living alone can get help with a push of a button.  
[bit.ly/1sj7ddp](https://bit.ly/1sj7ddp) [#srcyberchat](#)



2 HOURS  
AGO



**Anne Oh**  
@anneohhhh

A4 Directing seniors to the right resources and suggest computer classes that educate on how to promote safe online behavior. [#SrCyberChat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Q5 WHAT ARE SOME BEST PRACTICES FOR [#ONLINESAFETY](#) THAT OLDER ADULTS CAN USE TO BETTER PROTECT THEMSELVES? [#SrCyberChat](#)



2 HOURS  
AGO



**JewelCode Corp**  
@JewelCodeCorp

A5 We just did a post on using passphrases instead of passwords, ie., "I Like To Read Books" = easier to remember, more secure. [#srcyberchat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

Use sentences and phrases instead of words. [#CyberAware](#) [#SrCyberChat](#) [#NCSAM2016](#)  
[twitter.com/JewelCodeCorp/...](#)



2 HOURS  
AGO



**HelloTech**  
@hellotech

A5: Many might not believe this, but it's true. Phrases are more secure even if they use common words. Great tip!... [twitter.com/i/web/status/7...](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

A5 Look out for bad grammar + spelling in the e-mail. Read your emails carefully and report anything that seems suspicious. [#SrCyberChat](#)



2 HOURS  
AGO



**Aaron Hagedorn**  
@technaging

Who can you report suspicious emails to? Gmail has a "report Phishing" option, but its hard to find [#SrCyberChat](#) [twitter.com/julie\\_fpciw/st...](#)



2 HOURS  
AGO



**Christine  
Karapetian**

@christine\_fpciw

A5: Remember the 3 keys to [#success](#): QUESTION the information, CHECK its validity, and ASK around (friends/family/neighbors)! [#SrCyberChat](#)



2 HOURS

AGO



**HelloTech**

@hellotech

A5: Never skip a Windows update. They often contain security patches! And when that antivirus software expires, ren... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS

AGO



**Julie  
Santos**

@julie\_fpciw

Excellent tip! Update your Windows -- it happens every Tuesday! [#SrCyberChat](#) [#NCSAM2016](#) [#CyberAware](#) [twitter.com/hellotech/stat...](https://twitter.com/hellotech/stat...)



2 HOURS

AGO



**Anai Ibarra**

@anaiibarra

[@hellotech](#) Do not click on pop-up ads, do not open emails from unknown people, do not put too much personal info on social media [#SrCyberChat](#)



2 HOURS

AGO



**Front Porch**

@FrontPorchCS

A5 Avoid opening attachments, clicking on links, or responding to emails if you aren't sure who they are or where it's from. [#SrCyberChat](#)



2 HOURS

AGO



**Donna Benton**

@bjoyfullady

Have a junkmail email that is used for signing up for things until you are sure about a service.

@FrontPorchCS #srcyberChat



2 HOURS

AGO



**HelloTech**

@hellotech

I love this one. I've been doing this since 1995. Cuts way down on spam, too, and we could all use a little less ju... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS

AGO



**Deirdre-JewelCode**

@JCDeirdre

@bjoyfullady @FrontPorchCS @hellotech Yes! My primary account would be even more overwhelming if I didn't do this. Great idea! #SrCyberChat



2 HOURS

AGO



**Strat Maloma**

@StratMaloma

Avoid conducting personal or financial business on shared/public computers or over public wireless hotspots #srcyberchat



2 HOURS

AGO



**SBSS**

@SBSSla

A5: You can have more than one email! Keep one for fam & friends, and give the other to stores and less trustworthy places #srcyberchat



2 HOURS

AGO



**Front Porch**  
@FrontPorchCS

A5 Have unique passwords w/ upper & lowercase letters, numbers, & symbols. Also not using the same passwords everywhere. [#SrCyberChat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

A5 Hover your mouse over any links embedded in the email. If the link address does not look right, don't click on it. [#SrCyberChat](#)



2 HOURS  
AGO



**San Diego Futures**  
@sdfutures

Such awesome tips and information coming from [@FrontPorchCS](#) [#SrCyberChat](#)  
[twitter.com/julie\\_fpciw/st...](#)



2 HOURS  
AGO



**Spirituality & Aging**  
@CLHSpiritAging

Be suspicious of duplicate friend requests on Facebook! [#SrCyberChat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

Great point! There are "imposter" social media accounts posing as friends or family. [#SrCyberChat](#)  
[#CyberAware...](#) [twitter.com/i/web/status/7...](#)



2 HOURS  
AGO



**SBSS**  
@SBSSla

A5: Do not enter personal info on any website that you do not know is secure. Government website addresses should end in .gov [#srcyberchat](#)



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

Make sure websites are secure, especially when shopping online. A secure website will begin with "https" not the usual "http". [#srcyberchat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A5 An online search of a company, product, phone #, or situation is a great way to help you determine if something is a scam! [#SrCyberChat](#)



2 HOURS  
AGO



**Donna Benton**  
@bjoyfullady

I think some scams are missed sometimes because it is done by a family member [#SrCyberChat](#)  
[twitter.com/AgelessAllianc...](https://twitter.com/AgelessAllianc...)



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

Don't let your mobile device automatically connect to nearby Wi-Fi. [#srcyberchat](#)



2 HOURS  
AGO





**Front Porch**  
@FrontPorchCS

A5 Remind them to always QUESTION what they see, CHECK for authenticity, & do not be afraid to ASK for help if needed! [#SrCyberChat](#)



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

Don't surf using an unknown public network if the website requires sensitive information — like online shopping [#srcyberchat](#)



2 HOURS  
AGO



**HelloTech**  
@hellotech

A5 If you have trouble remembering passwords, there are apps such as [LastPass.com](#) that can remember them for you [#SrCyberChat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

I'll be sure to check out [LastPass.com](#). [#SrCyberChat](#) [#NCSAM2016](#) [#CyberAware](#) [twitter.com/hellotech/stat...](#)



2 HOURS  
AGO



**Jessica Yoon**  
@jessica\_fpciw

[@hellotech](#) this is a great suggestion, will have to try using that for myself as well! :)



2 HOURS  
AGO



**Anai Ibarra**  
@anaiibarra

Here is a good article on good passwords: [bit.ly/1qs7DuT](https://bit.ly/1qs7DuT) #SrCyberChat @julie\_fpciw



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

Thank you for sharing @anaiibarra! #SrCyberChat #NCSAM2016 #CyberAware  
[twitter.com/anaiibarra/sta...](https://twitter.com/anaiibarra/status/7...)



2 HOURS  
AGO



**Anne Oh**  
@anneohhhh

A5 Ignore unfamiliar emails that ask for bank account/SS number right away. #SrCyberChat



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Q6 WHAT CAN ORGANIZATIONS SERVING OLDER ADULT COMMUNITIES DO TO HELP  
SPREAD AWARENESS OF #CYBERSECURITY & #ELDERABUSE ONLINE? #SrCyberChat



2 HOURS  
AGO



**HelloTech**  
@hellotech

A6: The more you learn, the more you can share with others. Have a staff that's acquainted and comfortable with tec... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A6 Engage the older adults you serve by organizing a workshop, Q&A, or group discussion session on [#cybersecurity](#) issues [#SrCyberChat](#)



2 HOURS  
AGO



**Christine  
Karapetian**  
@christine\_fpciw

A6: Having [#educational](#) content readily available, partnering w/resourceful orgs, & continuing 2 host [#cybersecurity](#) chats! [#SrCyberChat](#)



2 HOURS  
AGO



**JewelCode Corp**  
@JewelCodeCorp

[@christine\\_fpciw](#) With various accounts to log into, it does make things easier, can see how it would help srs for sure [#srcyberchat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A6 Promote sharing & discussion on your social media outlets--perhaps host another [#SrCyberChat](#) on [#cybersafety](#) [#onlineabuse](#) [#elderfraud](#)



2 HOURS  
AGO



**Spirituality & Aging**  
@CLHSpiritAging

A6 Create a staff and resident computer helper team. [#SrCyberChat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

What an awesome idea! #SrCyberChat [twitter.com/CLHSpiritAging...](https://twitter.com/CLHSpiritAging...)



2 HOURS  
AGO



**Serving Seniors**  
@ServingSeniors

A6 Participate in public workshops Serving Seniors works with [@RepScottPeters](#) office to hold #SeniorScamStoppers annually #SrCyberChat



2 HOURS  
AGO



**HelloTech**  
@hellotech

A6: Have a basic handout on internet security like this one from Homeland Security: [dhs.gov/sites/default/...](https://dhs.gov/sites/default/...) #SrCyberChat



2 HOURS  
AGO



**USCF CSC**  
@USCF CSC

Now that more people use text, has that made it harder or easier to have education about scams? Text seem more personal #SrCyberchat



2 HOURS  
AGO



**SBSS**  
@SBSSla

Hosting workshops and webinars at our centers can help spread the word about cyber security! Thank you [@FrontPorchCS](#) #srcyberchat



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

A6 If centers have a computer lab, have handouts of "internet red flags" close by for convenient reference. #SrCyberChat



2 HOURS  
AGO



**Lois Bowers**  
@Lois\_Bowers

A6: Implement this FTC program to educate seniors about scams: [ow.ly/FZ7z304Vysq](https://www.ftc.gov/ftc/ow.ly/FZ7z304Vysq)  
#SrCyberChat



2 HOURS  
AGO



**HelloTech**  
@hellotech

A6: Host some programs online that you'd normally do in person: It gives seniors a safe place to learn to use online resources! #SrCyberChat



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A6 How about posting relevant #OnlineSafety topics on your website or blog? One example we've done: [bit.ly/2dtJYLZ](https://bit.ly/2dtJYLZ) #SrCyberChat



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

Freeze credit secure mobile devices, use passphrase instead of passwords, sign up 4 account alerts&take data breaches seriously #srcyberchat



2 HOURS  
AGO



**HelloTech**  
@hellotech

Excellent answers from everyone so far! If you want to see the whole conversation, click on the hashtag: [#SrCyberChat](#)



2 HOURS  
AGO



**SBSS**  
@SBSSla

A6: Our weekly 'Cyber Hour' allows seniors to ask one-on-one tech questions with one of our tech experts [#srcyberchat](#)



2 HOURS  
AGO



**Anne Oh**  
@anneohhhh

A6 Holding regular computer workshops that educate on how to avoid online scams/fraud.  
[#SrCyberChat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

Q7 WHAT EDUCATIONAL RESOURCES OR TIPS WOULD YOU SUGGEST FOR THE PRESERVATION OF [#CYBERSECURITY](#)? [#SrCyberChat](#)



2 HOURS  
AGO



**Lois Bowers**  
@Lois\_Bowers

The [@SenateAging](#) Committee released this guide on scams against seniors, and how to fight them. [ow.ly/7Ok9304VzxG](https://ow.ly/7Ok9304VzxG) [#srcyberchat](#)



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

AARP TEK program is a great free resource to learn about technology and online safety check it out at [aarp.org/TEK](http://aarp.org/TEK) #srcyberchat



2 HOURS  
AGO



#srcyberchat [pic.twitter.com/5pRUZLjtGf](https://pic.twitter.com/5pRUZLjtGf)



STRAT MALOMA @STRATMALOMA · 2 HOURS  
AGO

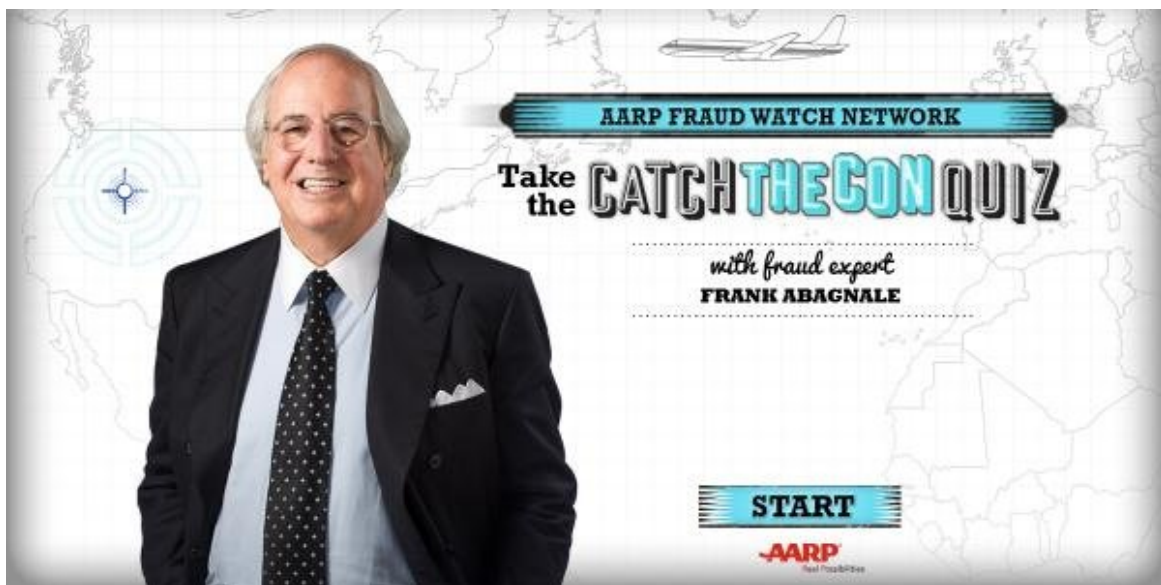


**Julie Santos**  
@julie\_fpciw

A7 Encourage your local community center to hold an educational #cybersecurity program.  
#SrCyberChat



2 HOURS  
AGO



[#srcyberchat pic.twitter.com/X5mv9CMH38](https://twitter.com/X5mv9CMH38)

 STRAT MALOMA @STRATMALOMA · 2 HOURS  
AGO



**Lois Bowers**  
@Lois\_Bowers

Here's a great @FTC program designed to help seniors educate other seniors about scams.  
[ow.ly/FZ7z304Vysq](https://ow.ly/FZ7z304Vysq) #SrCyberChat

 2 HOURS  
AGO



**HelloTech**  
@hellotech

A7: Local libraries and community colleges are phenomenal for this. If you prefer to learn in person, check them ou... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)

 2 HOURS  
AGO



**Christine Karapetian**  
@christine\_fpciw

A7: Always: QUESTION, CHECK, & ASK! Join online webinars, workshops & cont. to regularly research new updates in [#cybersecurity](#) #SrCyberChat

 2 HOURS  
AGO





**HelloTech**  
@hellotech

A7: Another resource to learn just about anything -- not just tech -- is YouTube. One video helped me fix my car recently! [#SrCyberChat](#)



2 HOURS  
AGO



**Anai Ibarra**  
@anaiibarra

Sharing an AARP Cyber Security Survey of Adults Age 18 and Older [bit.ly/2dNTHvo](https://bit.ly/2dNTHvo)  
[@FrontPorchCS](#) [#SrCyberChat](#)



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

[aarp.org/aarp-tek/cybersecurity/older-adults](https://aarp.org/aarp-tek/cybersecurity/older-adults) [#srcyberchat](#)



2 HOURS  
AGO



**SBSS**  
@SBSSla

A7: Our Cyber Café, Cyber Hour workshops, and computer classes are great and safe ways to get familiar with a computer [#srcyberchat](#)



2 HOURS  
AGO



**Ageless Alliance**  
@AgelessAlliance

[@caldricfan](#) [@FrontPorchCS](#) Thx for the shout out! Older adults lose an est \$3.68B each yr due to fraud & financial exploitaiton! [#SRCyberChat](#)



2 HOURS  
AGO



**HelloTech**  
@hellotech

A7: Also worth noting: I often hear "this is a stupid question, but..." If you don't know the answer, it's a smart question! [#SrCyberChat](#)



2 HOURS  
AGO



**Lois Bowers**  
@Lois\_Bowers

A7: Fraud also can be reported on the FTC's website at [ftc.gov/complaint](https://ftc.gov/complaint) or by calling 877-FTC-HELP. [#srcyberchat](#)



2 HOURS  
AGO



**Lois Bowers**  
@Lois\_Bowers

A7: The Senate Special Committee on Aging's fraud hotline is 855-303-9470 or [aging.senate.gov/fraud-hotline](https://aging.senate.gov/fraud-hotline) [#srcyberchat](#)



2 HOURS  
AGO



**Serving Seniors**  
@ServingSeniors

A7 Promote computer safety classes. We've found [#intergenerational](#) technology programs to be helpful [servingseniors.org/programs-servi...](https://servingseniors.org/programs-servi...) [#srcyberchat](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

Youtube is a wonderful (free) resource to learn just about everything! [#CyberAware](#) [#SrCyberChat](#) [twitter.com/hellotech/stat...](https://twitter.com/hellotech/stat...)



2 HOURS  
AGO



**Christine  
Karapetian**

@christine\_fpciw

A7: Our [#PiersProject](#) [#cybersecurity](#) toolkit covers many diff. fraud-related topics. Check it out: [bit.ly/2cQOdU7](http://bit.ly/2cQOdU7) [#SrCyberChat](#)



2 HOURS

AGO



**Strat Maloma**

@StratMaloma

A7: The AARP Fraud Watch Network at: 1-877-908-3360 or visit [aarp.org/fraudwatchnetw...](http://aarp.org/fraudwatchnetw...) it is a free resource 4 everyone every age [#srcyberchat](#)



2 HOURS

AGO



**JewelCode Corp**

@JewelCodeCorp

A7 Love intergenerational learning. Maybe high school tech/comm svc clubs going to sr centers to help w internet/online safety [#srcyberchat](#)



2 HOURS

AGO



**Julie  
Santos**

@julie\_fpciw

Wonderful idea! [#CyberAware](#) [#NCSAM2016](#) [#SrCyberChat](#) [twitter.com/JewelCodeCorp/...](https://twitter.com/JewelCodeCorp/...)



2 HOURS

AGO



**HelloTech**

@hellotech

I really like this, and it could also result in classmates helping each other. No better way to learn than from a p... [twitter.com/i/web/status/7...](https://twitter.com/i/web/status/7...)



2 HOURS

AGO



**Aaron  
Hagedorn**  
@technaging

@FrontPorchCS you can report email scams to the FBI [ic3.gov](https://ic3.gov) #SrCyberChat though on your own to actually deal with it



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

A7 STOP.THINK.CONNECT has a wealth of info and resources on [#cybersecurity](https://stopthinkconnect.org) education & awareness [stopthinkconnect.org](https://stopthinkconnect.org) #SrCyberChat



2 HOURS  
AGO



**Lois Bowers**  
@Lois\_Bowers

A7: The @SenateAging Committee's guide on scams against seniors and how to fight them. [ow.ly/7Ok9304VzxG](https://ow.ly/7Ok9304VzxG) #srcyberchat



2 HOURS  
AGO



**SBSS**  
@SBSSla

A7: Get out there and practice with a computer! Join a class somewhere. Ask questions! All questions are good. #srcyberchat



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

LAST 5 MIN OF THE CHAT--NOW IS THE TIME FOR ANY ANNOUNCEMENTS/PLUGS YOU WOULD LIKE TO MAKE! #SrCyberChat



2 HOURS  
AGO



**Strat Maloma**  
@StratMaloma

[action.aarp.org/site/SPageNavi...](https://action.aarp.org/site/SPageNavi...) #srcyberchat



2 HOURS  
AGO



**Ageless Alliance**  
@AgelessAlliance

.@FrontPorchCS So sorry to miss chat- will read through the tweets! Thank you for raising awareness about elder exploitation! #SrCyberChat



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

@AgelessAlliance We'll be posting a transcript soon! It was a great discussion.



2 HOURS  
AGO



**HelloTech**  
@hellotech

Thanks @FrontPorchCS for an informative chat. Seniors needing support can call 800-640-9005 or visit [hellotech.com](https://hellotech.com)! #SrCyberChat



2 HOURS  
AGO



**Christine Karapetian**  
@christine\_fpciw

Check out our #PiersProject #cybersecurity initiative via [tinyurl.com/ha24jgn](https://tinyurl.com/ha24jgn) #SrCyberChat @FrontPorchCS



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

Check out our blog on "Front Porch CIW Offers Online Safety Tips" [#srcyberchat bit.ly/2e65nx8](#)



2 HOURS  
AGO



**Julie Santos**  
@julie\_fpciw

Check out our blog post "Protect Yourself From [#Healthcare #Scams](#)" [#CyberAware #NCSAM2016 #srcyberchat bit.ly/2dtJYLZ](#)



2 HOURS  
AGO



**JewelCode Corp**  
@JewelCodeCorp

Great chat! JewelCode is the One Stop Shop for Care Management professionals. See more: [jewelcode.com #srcyberchat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

THANK YOU TO EVERYONE WHO PARTICIPATED TODAY! SO MANY AMAZING ANSWERS & VALUABLE CONTRIBUTIONS! HOPE EVERYONE HAD A GREAT TIME! [#SrCyberChat](#)



2 HOURS  
AGO



**Front Porch**  
@FrontPorchCS

WE HOPE YOU ALL CONTINUE 2 SHINE AS ADVOCATES 4 [#CYBERSECURITY](#) AWARENESS & DO YOUR PART IN HELPING EDUCATE & ENGAGE SENIORS! [#SrCyberChat](#)



2 HOURS  
AGO

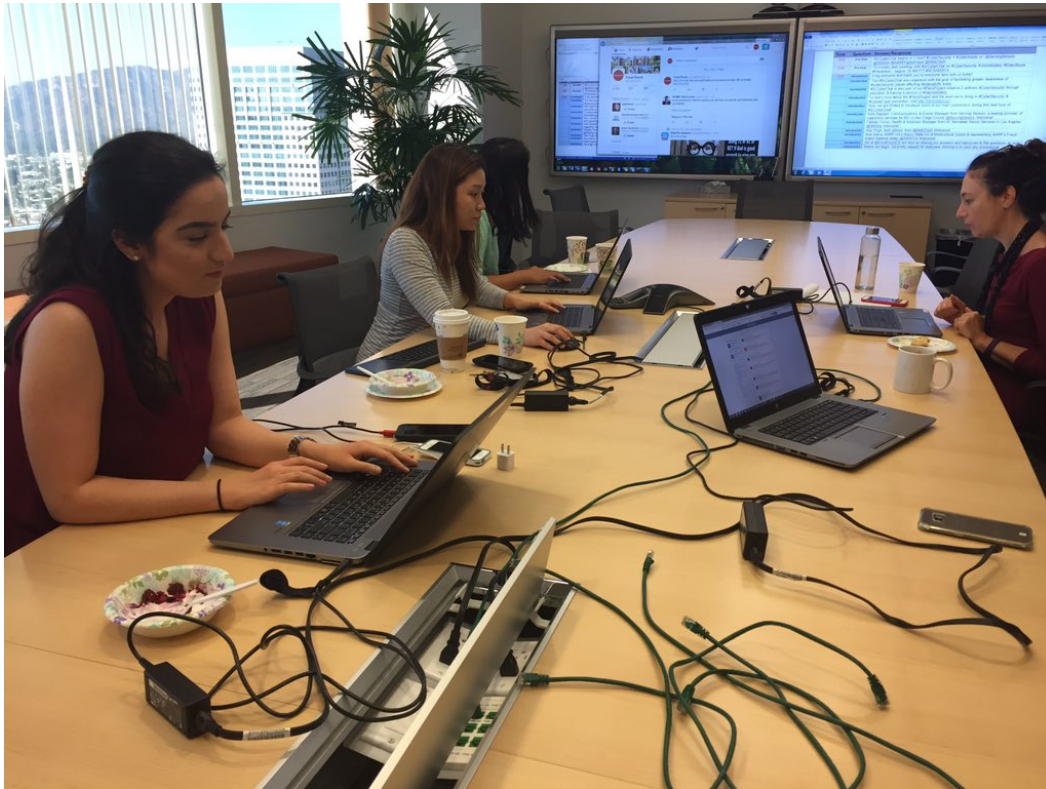


Front Porch  
@FrontPorchCS

Please continue the conversation and spread awareness of [#NCSAM](#)! Join [#ChatSTC](#) hosted by [@STOPTHNKCONNECT](#) "Basics of Online Safety" 12PM PT



2 HOURS  
AGO



Hosting our [#srcyberchat](#) from our Front Porch Home Office with the CIW team!  
[pic.twitter.com/ye5WsoDWNy](https://pic.twitter.com/ye5WsoDWNy)



FRONT PORCH @FRONTPORCHCS · 2 HOURS  
AGO



Strat Maloma  
@StratMaloma

[@aarpfraudwatch](#) [@AARPTEK](#) [#srcyberchat](#) Thank you for putting on this great twitter chat it was great to share with and learn form everyone



2 HOURS  
AGO



Anne Oh  
@anneohhhh

Thank you @FrontPorchCS for hosting this informative chat on #cybersecurity!! #SrCyberChat



2 HOURS  
AGO



Julie  
Santos  
@julie\_fpciw

@JewelCodeCorp Thank you for participating in today's #SrCyberChat



2 HOURS  
AGO



JewelCode Corp  
@JewelCodeCorp

@julie\_fpciw You're welcome :) Wishing everyone a wonderful day! #srcyberchat



2 HOURS  
AGO



Serving Seniors  
@ServingSeniors

Thanks @FrontPorchCS for putting on this informative #cybersecurity twitter chat it's been great to share ideas #srcyberchat



2 HOURS  
AGO



Jessica Yoon  
@jessica\_fpciw

Thank you again @AARPCA @ServingSeniors @SBSSla @hellotech @sdfutures @USCF CSC for participating in #SrCyberChat!



2 HOURS  
AGO



Jessica Yoon  
@jessica\_fpciw

@CLHSpiritAging @caldricfan @Lois\_Bowers @anneohhhh @StratMaloma @anaiibarra #SrCyberChat THANK YOU all for participating! #SrCyberChat



2 HOURS  
AGO





**Jessica Yoon**  
@jessica\_fpciw

@JewelCodeCorp @bjoyfullady @technaging last but not least THANK YOU!! #SrCyberChat



2 HOURS  
AGO