

## Learning guide: Being safe online

This session is a blend of online learning using Learn My Way and offline practise activities.

### Resources

- A device with internet access.
- A Learn My Way account ([learnmyway.com](https://learnmyway.com)).
- “Secure or not secure” handout (see later in this guide).
- Five top tips for avoiding scams” handout (see later in this guide).
- “Identifying scams” handout (see later in this guide).
- BBC Advice and tips for staying safe online ([bbc.co.uk/newsround/13910067](https://bbc.co.uk/newsround/13910067))

### Learn

- How to increase confidence when staying safe online for both computers and devices.
- What the risks and threats are when carrying out activities online and the importance of being secure.
- How to identify secure websites by looking for the padlock and https in the address bar.
- How to recognise suspicious links and understand that clicking on these links or downloading unfamiliar attachments could put the learner and their computer at risk.

### Do

- Complete the **Secure or not secure** handout.
- Discuss the results with your tutor.
- Navigate to the Learn My Way subject **Safety and security online**.
- Complete the following topics:
  - **Basics of online safety**
  - **Online behaviours**
  - **Meeting online friends**
  - **Dealing with online scams**
- Complete the **Identifying scams** handout.
- Discuss the results with your tutor.
- Optional: Read through the **BBC Advice and tips for staying safe online**.

### Reflect

- Can you remember key information? e.g. How to check if a website is safe, or how to stay safe when meeting people online?
- Would you be able to show someone else how to do it?

## Next steps

- Complete the other topics in the **Safety and security online** subject.

## Secure or not secure

Which of the following websites do you think are secure?

Tick the 'secure' or 'not secure' box for each website.

When you've finished, visit each website and check your answers.

<b>Website</b>	<b>Description</b>	<b>Secure</b>	<b>Not secure</b>
amazon.co.uk	Online shopping		
bbc.co.uk	News and entertainment		
open.ac.uk	Education		
nationalrail.co.uk	Rail travel		
walesonline.co.uk	Local news and entertainment		
nationalarchives.gov.uk	Information archive		
espn.co.uk	Sports news and entertainment		
time.com	News magazine		
gov.uk	Government services and information		

## Five tips for avoiding email scams

Before responding or clicking on a link or attachment in an email, ask yourself the following questions.

### 1. Does it make you panic?

A common tactic is to panic the recipient causing them to respond so quickly that they haven't had time to think about what they are doing.

### 2. What email address has the email been sent from?

When emails claim to be from banks, online stores or other trusted organisations, check to see what the email address looks like. What's hidden underneath the sender name might be quite different from the name that you can see.

### 3. Who is the message addressed to?

If the email doesn't address you personally, but says something like 'Dear Customer' or 'Dear Friend', the message could well be part of a mass mail-out by scammers.

### 4. Are there links in the email?

If there are links in the email don't click on them even if they look genuine. Like the sender details, they can appear to be harmless but the underlying web address can take you to the scammers website.

### 5. Is the message written in good English?

There are many small clues that can hint that an email is not trustworthy. For example, a small difference in the company logo or the layout of the message looking sloppy and unprofessional. Check the spelling and grammar and be wary if there is an unusual use of capital letters in a sentence.

## Identifying scams

1. Do you think this email is real or a scam?



 HM Revenue & Customs

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GOV.UK restitution (2021) is on its way.

HM Revenue and Customs (HMRC) has sent you this notification as your eligibility have been checked. We owe you 725.95 GBP.

[\*\*GOV.UK HM Revenue and Customs Gateway Claims\*\*](#) →

Your reference is QBH-R2K6-DM9.

If we need any further details, we'll contact you by letter or phone. We may ask you to sign in to a service to provide more details but we won't ask for your personal details by email.

You will normally receive a response within 2 days.

Yours sincerely,

HM Revenue and Customs

## Identifying scams

2. Do you think this email is real or a scam?

**PayPal**

**Your access has been limited**

Dear Client,

Our technical support and customer department has recently suspected activities in your account.

Your Paypal account has been limited because we've noticed significant changes in your account activity. As Your payment processor, we need to understand these change better.

We're always concerned about our customers security so please help us recover your account by following the link below.

[Restore Payment To PayPal](#)

## Identifying scams

3. Do you think this email is real or a scam?



### ORDER CONFIRMED

HERE ARE YOUR COLLECTION DETAILS

Hi Salma - thanks for shopping with us



Just to say, your order is nearly there

1

Your item should be ready for you from...  
4:00pm on Thu 25 August

We'll let you know when it's arrived and ready for you to collect

Pop in by...  
9:00pm on Thu 1 September  
We'll hold onto your item until then

2

Head to the dedicated Paid Online counter at...  
Chesterfield Argos in Sainsburys  
Rother Way  
Chesterfield  
S41 0UB

3

Bring these along with you...

Order number

DF78451

Collection code

4116



961/0604  
Argos Home 3 x 32L Plastic  
Storage Folding Crates - Grey

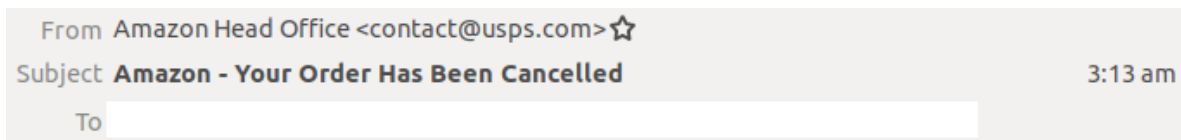
Quantity      **£22.00**  
2

Subtotal:      £22.00

**Total paid:      £22.00**

## Identifying scams

4. Do you think this email is real or a scam?



Dear Amazon Customer

Your recent order on AMAZON.COM has been canceled due to fraudulent activity detected by our automatic systems. Your account has been suspended on a temporary basis.

You're requested to activate your account by verifying your email address.

Please visit [amazon.com/verify-my-account](https://amazon.com/verify-my-account)

Or

Please click on the button below

Verify Email

## Identifying scams

### 5. Do you think this email is real or a scam?

Dear Salma Singh

Thank you for making University of Illinois at Urbana-Champaign part of your learning experience on Coursera!

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**Master of Computer Science in Data Science (MCS-DS)** – *Taking Applications now for May 2017 and August 2017 start.* [Learn more about MCS-DS now.](#)

**Master of Education, Human Resource Development (EDM - HRD)** – *Apply now for May 15, 2017 start. Four semesters, 8 courses, 32 credit hours.* [Learn more about HRD now.](#)

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## Identifying scams: Answer sheet

This page lists some pointers on each email that you can discuss with your tutor.

### 1. GOV.UK (Scam)

- No return email address.
- No greeting - not addressed to the recipient.
- Links in the email.

### 2. PayPal (Scam)

- Panic recipient, "Your Paypal account has been limited..."
- No greeting - not addressed to the recipient.
- Not written correctly, PayPal is written "Paypal in the second paragraph".
- Links in the email

### 3. Argos (Real)

- Contains the recipient's name.
- No links in the email.
- Doesn't request money or mention account details.
- Written in good English.

### 4. Amazon (Scam)

- Not sent from an official Amazon looking email address.
- Not addressed to the recipient.
- Panic recipient, "Your account has been suspended..."
- Links in the email (prompts to verify email).

### 5. University of Illinois (Real)

- Addressed to the recipient.
- Links in the email but doesn't mention money or account details.
- Links to social media pages (allowing the recipient to check if the sender is real).