SENIORS AWARENESS WORKSHOP

Everyday online safety, together.

A friendly, no-pressure session using familiar situations. The aim is to practise a few useful habits together-not to test anyone.

Before you begin - 2 min

- Print the question pages for participants; keep the answer key pages for the facilitator.
- Prepare three voting cards for each person: A, B and C. Colours are optional.
- Remind everyone that they may pass; no one needs to share a personal story.

Suggested flow - 15-20 min

- Welcome and explain the voting cards (2 min).
- Read 10 questions. Let people vote, then explain one practical habit (about 1-1¼ min each).
- Close by reviewing the three habits and where to find help (3-5 min).

Keep it supportive: invite discussion, avoid blame, and never ask participants to reveal passwords, codes or private information.

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FAKE GRANDCHILD

A caller says, "Grandma, it's me. I had an accident. I need money-don't tell anyone!" What should you do?

A Send the money to help.

B Hang up and call your grandchild on their usual number.

C Ask where they are.

Vote with your A, B or C card. There is no need to explain your choice.

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FAKE BANK ADVISER

Someone claiming to be your bank calls about a suspicious transfer and asks for the code sent by text. What should you do?

A Give them the code to protect my account.

B Hang up and call the number on the back of my bank card.

C Give them a different code.

Vote with your A, B or C card. There is no need to explain your choice.

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FAKE PARCEL DELIVERY

A text says, "Your parcel is waiting. Pay €1.99." You are not expecting a parcel. What should you do?

A Click and pay.

B Don't click; delete the message.

C Reply to say you are not expecting anything.

Vote with your A, B or C card. There is no need to explain your choice.

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FAKE OFFICIAL SERVICE

A message says your health-insurance card needs updating and includes a link. What should you do?

A Click and fill in the form.

B Go to your usual official account or contact your health-insurance office.

C Forward it to a neighbour.

Vote with your A, B or C card. There is no need to explain your choice.

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FAKE TECH SUPPORT

Your screen says, "Virus! Call this number now." What should you do?

A Call the number.

B Close the window or turn off the computer, then ask someone you trust for help.

C Click "Close" in the window.

Vote with your A, B or C card. There is no need to explain your choice.

Optional short break after this question.

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FAKE TECHNICIAN

A "technician" calls and asks you to install software so they can control your computer.

- **A** Install it so they can help.
- **B** Hang up. No one should control my computer unless I asked for help.
- **C** Give them only my password.

Vote with your A, B or C card. There is no need to explain your choice.

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URGENT MESSAGE

An email says your account will be closed unless you click within 24 hours. What should you do?

A Click right away.

B Don't click. Open the website yourself or call the organization.

C Reply to the email.

Vote with your A, B or C card. There is no need to explain your choice.

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ROMANCE SCAM

Someone you met online is very kind and asks for money because of an urgent problem.

A Send a little to help.

B Don't send anything; talk to someone you trust.

C Send it, but only once.

Vote with your A, B or C card. There is no need to explain your choice.

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PROTECTING YOUR ACCOUNTS

How can you better protect your accounts?

A Use the same password everywhere so I don't forget it.

B Use a different password for each account. A trusted tool can help you remember them; you can also ask someone you trust for help.

C Write my passwords in a note on my phone.

Vote with your A, B or C card. There is no need to explain your choice.

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WHEN IN DOUBT

You are unsure about a message or a call. What should you do?

A Reply to ask what the sender needs.

B Check the request another way before you act.

C Leave the message aside and do not check it yet.

Vote with your A, B or C card. There is no need to explain your choice.

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FAKE GRANDCHILD

A caller says, "Grandma, it's me. I had an accident. I need money-don't tell anyone!" What should you do?

Correct answer: B

Hang up and call your grandchild on their usual number.

WHY

Scammers imitate voices and play on emotions. Hanging up is not rude; it is sensible.

Remember

I hang up, then call back.

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FAKE BANK ADVISER

Someone claiming to be your bank calls about a suspicious transfer and asks for the code sent by text. What should you do?

Correct answer: B

Hang up and call the number on the back of my bank card.

WHY

A real bank will never ask for a text-message code or your card PIN.

Remember

My code is private, even from my bank.

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FAKE PARCEL DELIVERY

A text says, "Your parcel is waiting. Pay €1.99." You are not expecting a parcel. What should you do?

Correct answer: B

Don't click; delete the message.

WHY

The small payment is a trick to steal your bank card number.

Remember

An unexpected text with a link: I don't click.

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FAKE OFFICIAL SERVICE

A message says your health-insurance card needs updating and includes a link. What should you do?

Correct answer: B

Go to your usual official account or contact your health-insurance office.

WHY

Official organizations do not ask you to enter personal details through a link in an unexpected message.

Remember

I use a website I already know.

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FAKE TECH SUPPORT

Your screen says, "Virus! Call this number now." What should you do?

Correct answer: B

Close the window or turn off the computer, then ask someone you trust for help.

WHY

It is a fake warning. Real software companies do not ask you to call a number shown on screen.

Remember

I never call a number shown in a pop-up.

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FAKE TECHNICIAN

A "technician" calls and asks you to install software so they can control your computer.

Correct answer: B

Hang up. No one should control my computer unless I asked for help.

WHY

Remote access can let someone take over your accounts.

Remember

I did not ask for help, so I hang up.

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URGENT MESSAGE

An email says your account will be closed unless you click within 24 hours. What should you do?

Correct answer: B

Don't click. Open the website yourself or call the organization.

WHY

Scammers create panic so you do not have time to think.

Remember

The more urgent it sounds, the more time I take.

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ROMANCE SCAM

Someone you met online is very kind and asks for money because of an urgent problem.

Correct answer: B

Don't send anything; talk to someone you trust.

WHY

Scammers may take time to build trust before asking for money.

Remember

I don't send money to someone I have never met.

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PROTECTING YOUR ACCOUNTS

How can you better protect your accounts?

Correct answer: B

Use a different password for each account. A trusted tool can help you remember them; you can also ask someone you trust for help.

WHY

If one password is stolen, every account using it is at risk. A trusted tool can help you remember different passwords.

Remember

One password per account, plus a second check, such as a code or confirmation in addition to the password.

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WHEN IN DOUBT

You are unsure about a message or a call. What should you do?

Correct answer: B

Check the request another way before you act.

WHY

Pausing and asking someone for advice breaks the pressure and panic. Simeon can help review a suspicious message. 17Cyber, France's public service for cybercrime guidance, can help identify next steps.

Remember

Pause, check, talk it through.

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THREE SIMPLE HABITS

Our family code and three good habits

Agree on a secret word in person to check during a suspicious call. Never write it in a message or online. Keep this paper somewhere private.

Our family code: _____

01

I pause.

02

I check another way, using a number I know.

03

I talk to someone I trust, or ask Simeon for a second opinion.

Help in France: 17cyber.gouv.fr cybermalveillance.gouv.fr

Discover Simeon: simeonid.com

Contact: simeonid.com/en/contact

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