

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.

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.

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.

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.

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.

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.

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.

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.

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.

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, with a password manager or assistant such as Simeon, and ask someone I 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.

WHEN IN DOUBT

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

- A** Reply quickly to get it over with.
- B** Pause, check another way, use Simeon's security module to review the message, ask someone you trust or contact 17Cyber.
- C** Wait and hope it goes away.

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

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.

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.

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.

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.

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.

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.

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.

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.

PROTECTING YOUR ACCOUNTS

How can you better protect your accounts?

Correct answer: B

Use a different password for each account, with a password manager or assistant such as Simeon, and ask someone I trust for help.

WHY

If one password is stolen, every account using it is at risk. A password manager remembers them for you.

Remember

One password per account, plus two-step verification.

WHEN IN DOUBT

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

Correct answer: B

Pause, check another way, use Simeon's security module to review the message, ask someone you trust or contact 17Cyber.

WHY

Pausing and asking someone for advice breaks the pressure and panic.

Remember

Pause, check, talk it through.

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