ID Theft and Internet Safety Resources

Safer Surfing

1) Securing Your Wireless Network / Proteja su red inalámbrica
   Federal Trade Commission
   English: www.consumer.ftc.gov/articles/0013-securing-your-wireless-network
   Spanish: www.consumidor.ftc.gov/articulos/s0013-proteja-su-red-inalambrica

2) Tips for Using Public Wi-Fi Networks / Redes wifi públicas
   Federal Trade Commission
   Spanish: www.consumidor.ftc.gov/articulos/s0014-redes-wifi-publicas

3) Home networking explained: Keep your network secure
   CNET, Dong Ngo, 12/15/15 (9-part series on home-networking including networking basics, setting up a home router, and keeping a home network secure)
   www.cnet.com/how-to/home-networking-explained-part-1-heres-the-url-for-you

4) Five Best VPN Service Providers
   Lifehacker, Alan Henry, 3/23/14
   http://lifehacker.com/5935863/five-best-vpn-service-providers

5) The Best VPN Services for 2016
   PC Magazine, Fahmida Y. Rashid, 8/28/15
   www.pcmag.com/article2/0,2817,2403388,00.asp

6) Antivirus / Antimalware

   2016 Best Antivirus Software Reviews
   Top Ten Reviews, John Carlsen, 12/3/15
   http://anti-virus-software-review.toptenreviews.com

   The Best Antivirus Utilities for 2016
   PC Magazine, Neil J. Rubenking, 1/6/16 (Aggregates results of six labs including: West Coast Labs, Virus Bulletin, ICSA Labs, Dennis Technology Labs, AV-Test Institute, and AV-Comparatives.)
   www.pcmag.com/article2/0,2817,2372364,00.asp

   The Best Security Suites for 2016
   PC Magazine, Neil J. Rubenking, 1/15/16 (Suites may include antivirus, firewall, antispam, parental controls, backup, password managers, etc.)
   www.pcmag.com/article2/0,2817,2369749,00.asp

7) Rarely Patched Software Bugs in Home Routers Cripple Security
   Wall Street Journal, Jennifer Valentino-DeVries, 1/18/16

8) Your Home Router Was Probably Out-Of-Date And Insecure Before You Even Plugged It In
   Consumerist, Kate Cox, 1/19/16
   http://consumerist.com/2016/01/19/your-home-router-was-probably-out-of-date-and-insecure-before-you-even-plugged-it-in/
Scams and Fraud

9) Avoid Scams / Evite estafas
OnGuardOnline.gov (list of scams includes phishing, hacked email / lista de estafas incluye phishing, correo electrónico pirateado)
English: www.onguardonline.gov/topics/avoid-scams
Spanish: www.alertaenlinea.gov/temas/evite-estafas

10) Common Online Scams / Estafas comunes en Internet
OnGuardOnline.gov (list of various scams / lista de varias estafas)
English: www.onguardonline.gov/articles/0002-common-online-scams

11) The Value of a Hacked Email Account
Krebs on Security, Brian Krebs, 6/10/13
http://krebsonsecurity.com/2013/06/the-value-of-a-hacked-email-account/

12) What to Do if Your Email Is Hacked
AARP, Sid Kirchheimer, 5/1/15
http://blog.aarp.org/2015/05/01/what-to-do-if-your-email-is-hacked

13) Back, back, back it up
Federal Trade Commission, 2/18/14, (ransomware and tips on preventing it)
www.consumer.ftc.gov/blog/back-back-back-it

Online Transactions

14) Avoid these pitfalls of online shopping
Consumer Reports, October 2013
www.consumerreports.org/cro/magazine/2013/12/avoid-these-pitfalls-of-online-shopping/index.htm

15) Online Shopping Tips: E-Commerce and You /
El comercio electrónico y usted: Consejos para hacer compras en Internet
Privacy Rights Clearinghouse, fact sheet 23, revised December 2015
English: www.privacyrights.org/online-shopping-tips-e-commerce-and-you
Spanish: www.privacyrights.org/spanish/pi23.htm

Family Safety

16) Common Sense Media
Rates and reviews movies, games, apps, TV shows, websites, books, and music; resources for parents and educators /
Ofrece evaluaciones y reseñas de películas, aplicaciones móviles, programas de televisión, sitios web, libros y música; recursos para padres y educadores
English: www.commonsensemedia.org
Spanish: www.commonsensemedia.org/latino

17) Family Online Safety Institute
Offers tips and tools for good digital parenting.
www.fosi.org

18) Protect Kids Online / Proteja a los niños en Internet
OnGuardOnline.gov (list of various resources / lista de varios recursos)
English: www.onguardonline.gov/topics/protect-kids-online

19) SafeKids.com
Online safety and civility tips for teens

20) ConnectSafely.org
Internet safety tips for families and youth / Consejos para familias y jóvenes sobre la seguridad en Internet
English and Spanish: www.connectsafely.org/safety-tips-advice/
Mobile Devices

21) How to Cyberproof Your Phone
AARP, Sid Kirchheimer, May 2014 (to-the-point tip sheet on mobile security, apps and more)

22) How to Erase Data on Your Mobile Device
Offers tips and links to instructions for erasing the information on your particular type of mobile device.
CTIA-The Wireless Association

23) How to Make Sure Your Data is Wiped from Old Electronics
Offers instructions for wiping smartphones, tablets and laptops, including tips on avoiding incomplete deletions.
Money Talks News, 6/30/15
www.moneytalksnews.com/how-make-sure-your-data-wiped-from-old-electronics

24) Understanding Mobile Apps / Aplicaciones móviles: Qué son y cómo funcionan
Federal Trade Commission
English: www.consumer.ftc.gov/articles/0018-understanding-mobile-apps
Spanish: www.consumidor.ftc.gov/articulos/s0018-aplicaciones-moviles-que-son-y-como-funcionan

25) Phone and laptop encryption guide: Protect your stuff and yourself
Ars Technica, Andrew Cunningham, 8/23/15

26) Android 6.0 re-implements mandatory storage encryption for new devices
Ars Technica, Andrew Cunningham, 10/19/15
http://arstechnica.com/gadgets/2015/10/android-6-0-re-implements-mandatory-device-encryption-for-new-devices/

Identity Theft

27) Identity Theft / Robo de Identidad
Includes articles on fraud alerts and tax, medical, and child ID theft. / Incluye artículos sobre alertas de fraude y sobre el robo de identidad relacionado con impuestos, con cuidado médico, e infantil.
Federal Trade Commission
English: www.consumer.ftc.gov/topics/identity-theft
Spanish: www.consumidor.ftc.gov/temas/robo-de-identidad

28) Six fact sheets covering data breaches; child ID theft; medical ID theft; criminal ID theft; theft of a deceased person’s identity; and taxpayer ID theft and refund fraud
Consumer Action
www.consumer-action.org/outreach/articles/easy_to_print_fact_sheets_for_your_trainings

29) Credit Freeze FAQs / Preguntas más frecuentes sobre el congelamiento de crédito
Federal Trade Commission
English: www.consumer.ftc.gov/articles/0497-credit-freeze-faqs
Spanish: www.consumidor.ftc.gov/articulos/s0497-preguntas-mas-frecuentes-sobre-el-congelamiento-de-credito

30) Guide to security freeze protection (includes state-by-state information)
Consumers Union

31) IdentityTheft.gov / RobodeIdentidad.gov
Federal resource for reporting and recovering from identity theft / Información del gobierno federal para ayudarle a reportar y recuperarse del robo de identidad

32) Guide for Assisting Identity Theft Victims (guide for attorneys)
Federal Trade Commission
33) Identity Theft Monitoring Services
*Privacy Rights Clearinghouse, fact sheet 33, revised October 2015*
www.privacyrights.org/fs/fs33-CreditMonitoring.htm

**Privacy**

34) Apps to Manage Passwords So They Are Harder to Crack Than 'Password'
*New York Times, Brian Chen, 1/20/16*
www.nytimes.com/2016/01/21/technology/personaltech/apps-to-manage-passwords-so-they-are-harder-to-crack-than-password.html&_r=0

35) Data Brokers and Your Privacy
*Privacy Rights Clearinghouse, fact sheet 41, revised*
www.privacyrights.org/content/data-brokers-and-your-privacy

36) The Best Browser Extensions that Protect Your Privacy
*Lifehacker, Alan Henry, 8/31/15*
http://lifehacker.com/the-best-browser-extensions-that-protect-your-privacy-479408034

37) Five Best File Encryption Tools
*Lifehacker Alan Henry, 2/8/15 (desktop file encryption tools)*

38) Online Privacy: Using the Internet Safely
*Privacy Rights Clearinghouse, fact sheet 18, revised January 2016*
www.privacyrights.org/fs/fs18-cyb.htm

39) "Other" Consumer Reports: What You Should Know about "Specialty" Reports
*Privacy Rights Clearinghouse, fact sheet 6b, revised January 2016*
www.privacyrights.org/other-consumer-reports-what-you-should-know-about-specialty-reports

More from Consumer Action

40) Put a Lock on It - Protecting your online privacy / Póngale seguro-Proteja su privacidad en Internet
English: www.consumer-action.org/english/articles/put_a_lock_on_it
Spanish: www.consumer-action.org/spanish/articles/put_a_lock_on_it_protecting_your_online_privacy_sp

41) How to Complain / Cómo presentar una queja
English: www.consumer-action.org/english/articles/how_to_complain
Spanish: www.consumer-action.org/spanish/articles/how_to_complain_sp

Submit consumer complaints to our advice and referrals hotline: www.consumer-action.org/hotline/complaint_form or 415-777-9635. Chinese, English and Spanish spoken.