

consumer action

Education and advocacy since 1971

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

English: www.consumer.ftc.gov/articles/0014-tips-using-public-wi-fi-networks

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

www.wsj.com/articles/rarely-patched-software-bugs-in-home-routers-cripple-security-1453136285

8) Your Home Router Was Probably Out-Of-Date And Insecure Before You Even Plugged It In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http://consumerist.com/2016/01/19/your-home-router-was-probably-out-of-date-and-insecure-before-you-even-plugged-it-in/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

Spanish: www.alertaenlinea.gov/articulos/s0002-estafas-comunes-en-internet

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.common sense media.org

Spanish: www.common sense media.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

Spanish: www.alertaenlinea.gov/temas/proteja-a-los-niños-en-internet

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)

www.aarp.org/home-family/personal-technology/info-2014/cyberproof-stolen-phone-kirchheimer.html

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

www.ctia.org/your-wireless-life/consumer-tips/tips/how-to-erase-data-on-your-mobile-device

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

<http://arstechnica.com/gadgets/2015/08/phone-and-laptop-encryption-guide-protect-your-stuff-and-yourself/>

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

<http://consumersunion.org/research/consumers-unions-guide-to-security-freeze-protection>

31) IdentityTheft.gov / Robo de Identidad.gov

Federal resource for reporting and recovering from identity theft /

Información del gobierno federal para ayudarlo a reportar y recuperarse del robo de identidad

32) Guide for Assisting Identity Theft Victims (guide for attorneys)

Federal Trade Commission

www.consumer.ftc.gov/articles/pdf-0119-guide-assisting-id-theft-victims.pdf

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)

<http://lifehacker.com/five-best-file-encryption-tools-5677725>

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.