



Digital skills for everyday life

A learner guide



*Empowering older women and men
to connect, learn and thrive in the digital world*



ESCAP
Economic and Social Commission
for Asia and the Pacific

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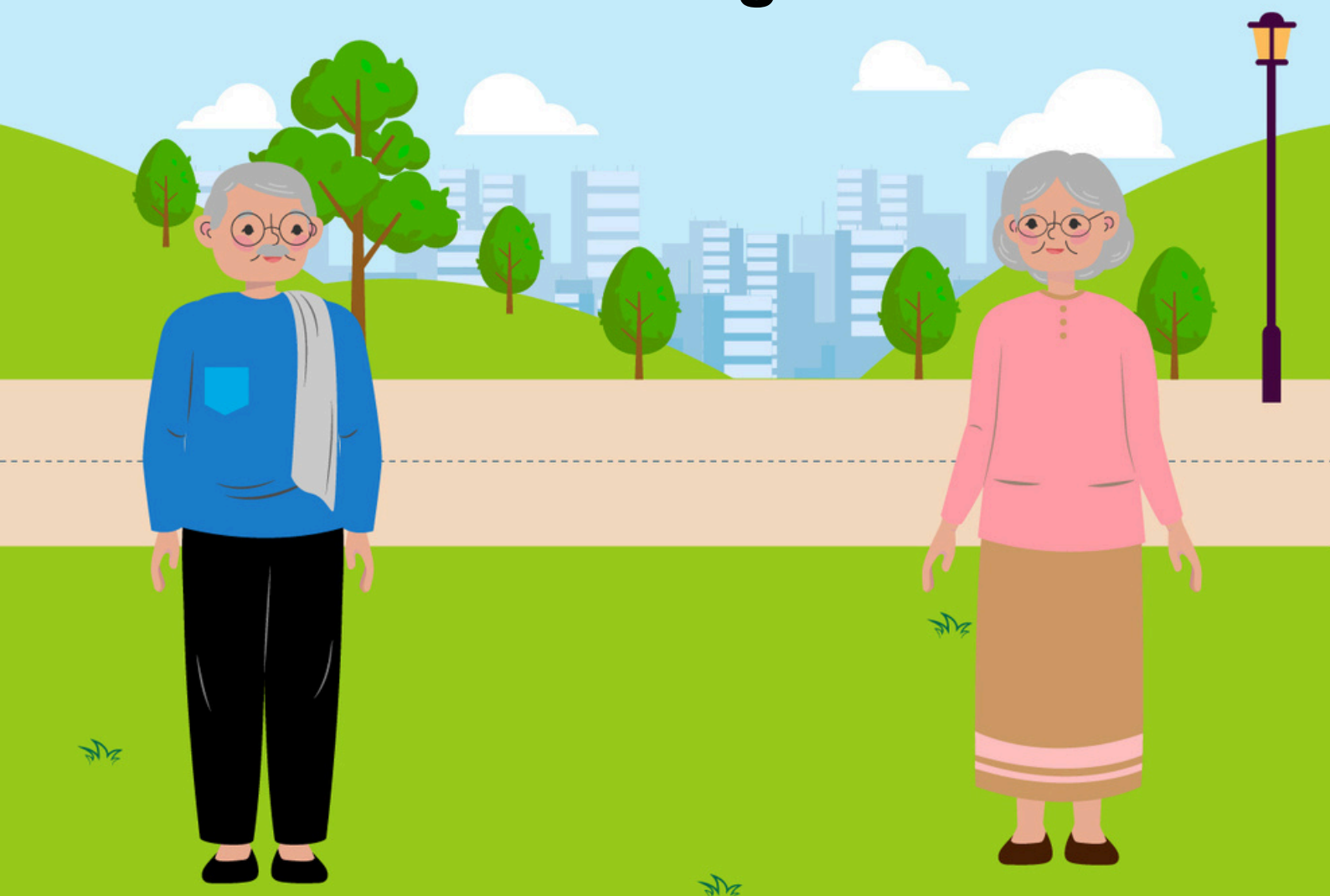
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Table of Contents



Episode 1

Getting started with your smartphone
and the Internet

2

Episode 2

Social media and communication skills

24

Episode 3

Information skills – how to search safely
and effectively online

58

Episode 4

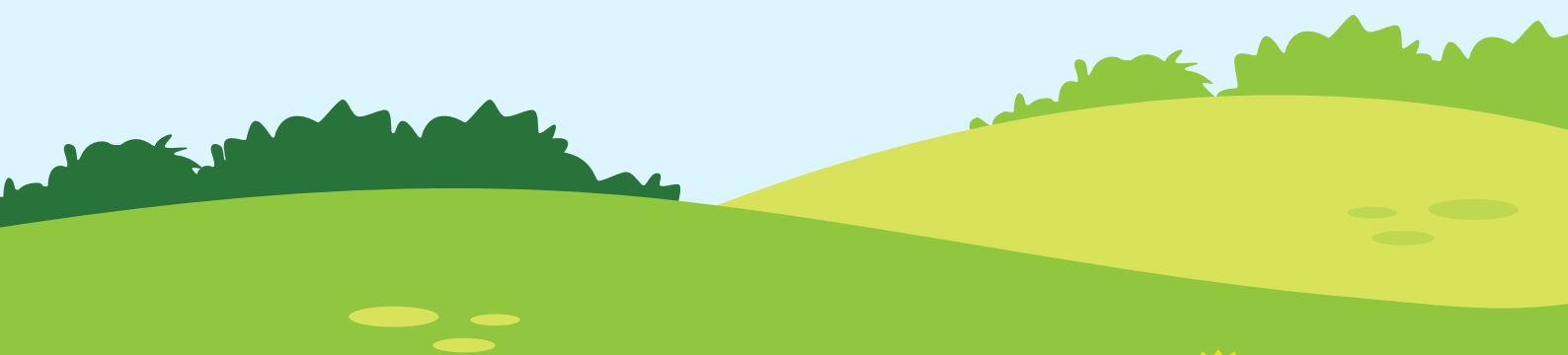
Safety and privacy skills

79

Episode 5

Online services and secure
transaction skills

98



Episode 1

Getting started with your smartphone and the Internet

Welcome!

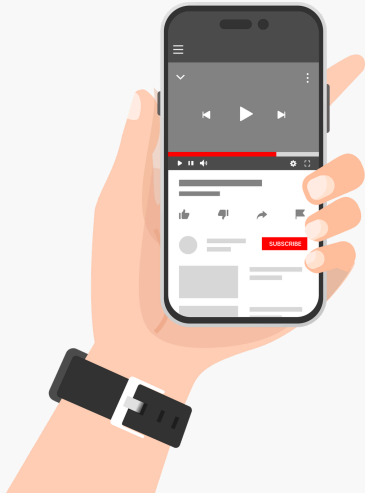
In today's digital world, smartphones enable us to stay in touch with family and friends, find information, and discover new opportunities. Whether you are using an Android phone or an iPhone, this guide is here to support you step by step.





What is a smartphone?

A smartphone is a portable device that functions like a small computer. It allows you to make calls, send messages, take photos, access the Internet, and use a wide range of apps (programmes on your phone).



1. Types of smartphone operating systems

Smartphones operate on different systems. The two most widely used systems are:



1.1. Android phones

Used by brands such as Samsung, OPPO, Xiaomi, and Vivo. These smartphones are compatible with Google services including Gmail, Google Maps, and YouTube. Apps can be downloaded from the Google Play Store.



1.2. iOS (iPhones or Apple devices)

Developed by Apple and known for its user-friendly features. Apps are downloaded from the App Store, and data can be backed up using iCloud.



Google Play Store



App Store

The operating system is what makes your phone work and appear the way it does.

Practice 1

Identify your smartphone type

Objective:

To recognize whether your smartphone is an Android or an iPhone.

Instructions:

1. Look at the back of your phone or its screen.
2. Do you see a brand name or logo?
 - Apple = iPhone (iOS)
 - Samsung, OPPO, Xiaomi, Vivo, and others = Android
3. If unsure, you can ask a trusted family member, a young person, or check in your phone's Settings under **About Phone**

Question:

My phone is:

☐ Android ☐ iPhone

Brand/model (if known): _____



2. Turning your smartphone on and off

1

Press and hold the power button.

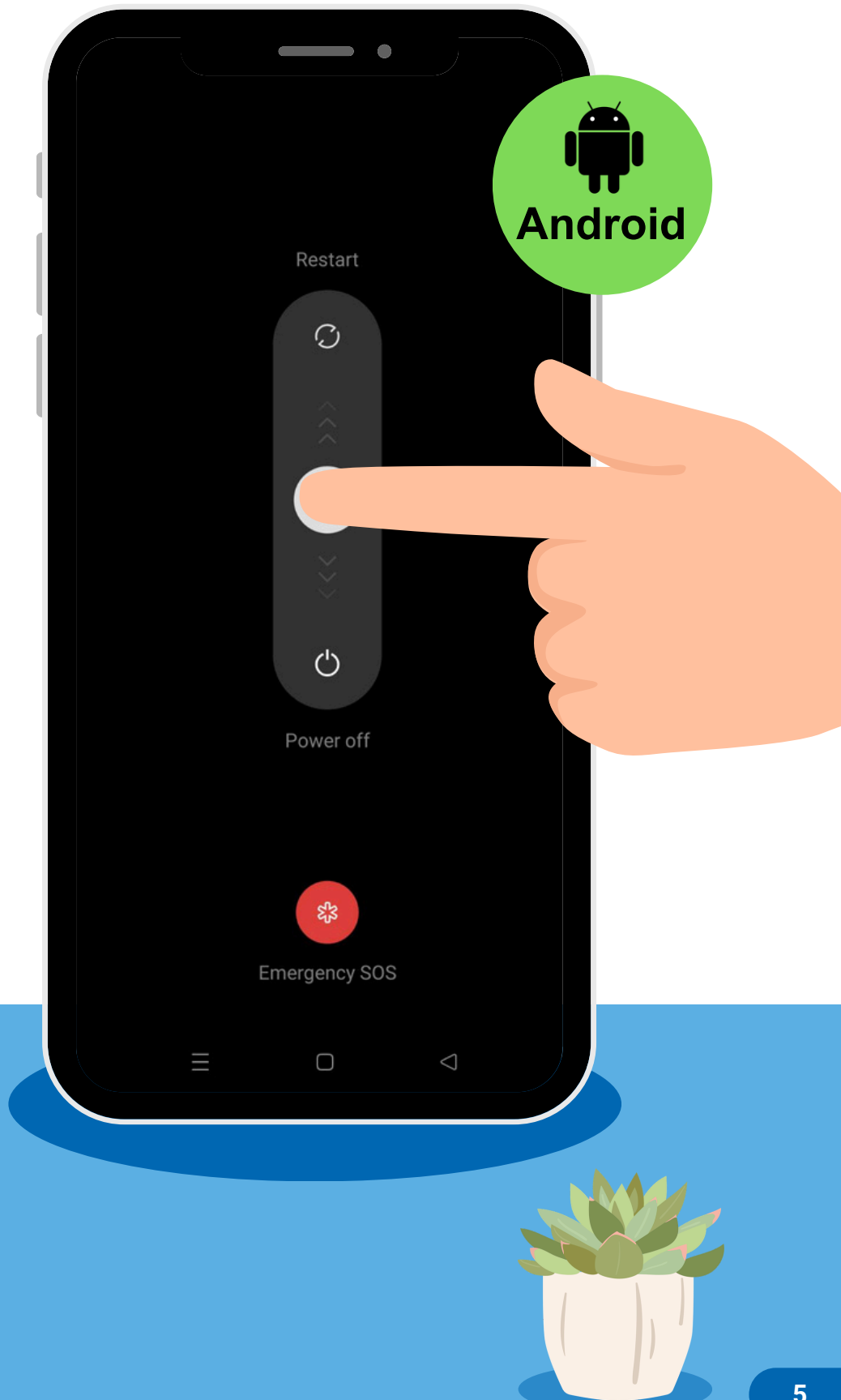
On some models, you may need to press Power + Volume Up.

2

Tap power off to turn off.

3

Press and hold the Power button to turn it on again.





iPhones (iPhone X and newer)

1

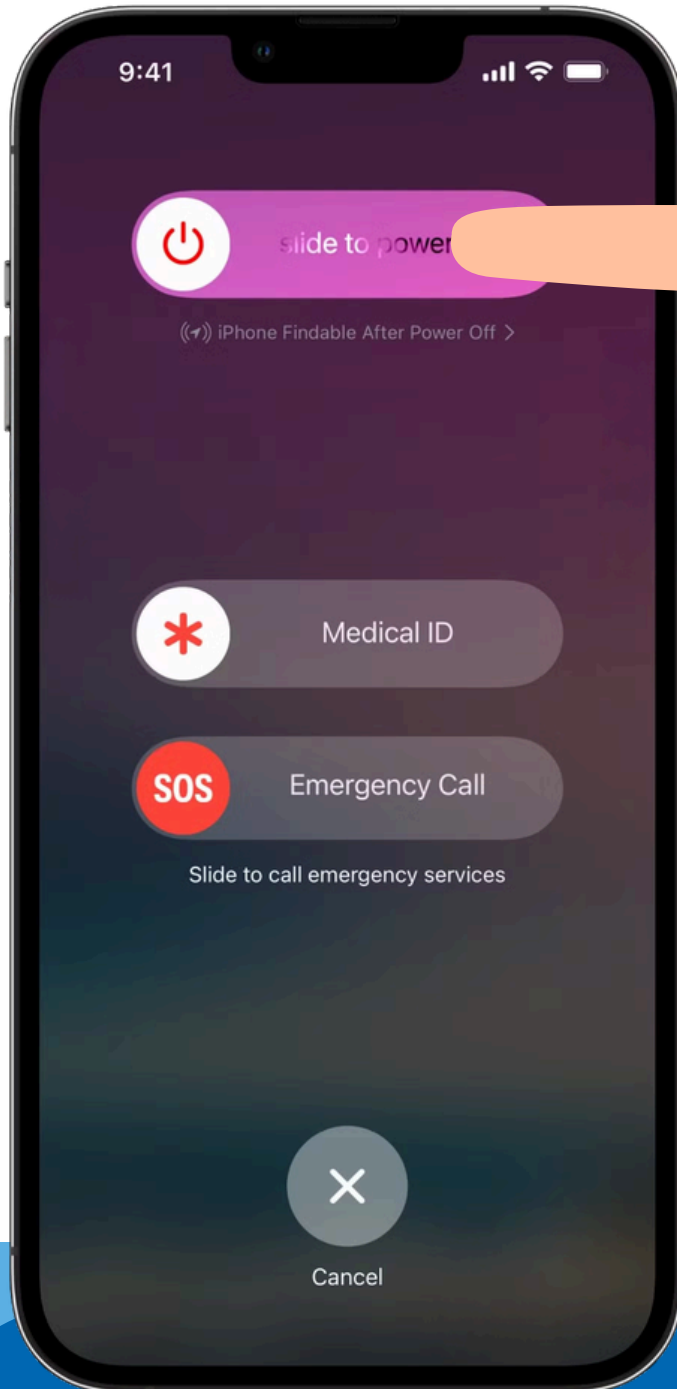
Press and hold the side button and one volume button.

2

Slide the power icon to turn off.

3

Press and hold the side button until the Apple logo appears.





iPhones (6, 7, 8, SE)

1

Press and hold the Side or Top button until the slider appears.

2

Slide to power off.

3

Press and hold the same button to restart.



Practice 2

Power off and restart your smartphone

Objective:

To practice turning your smartphone off and on.

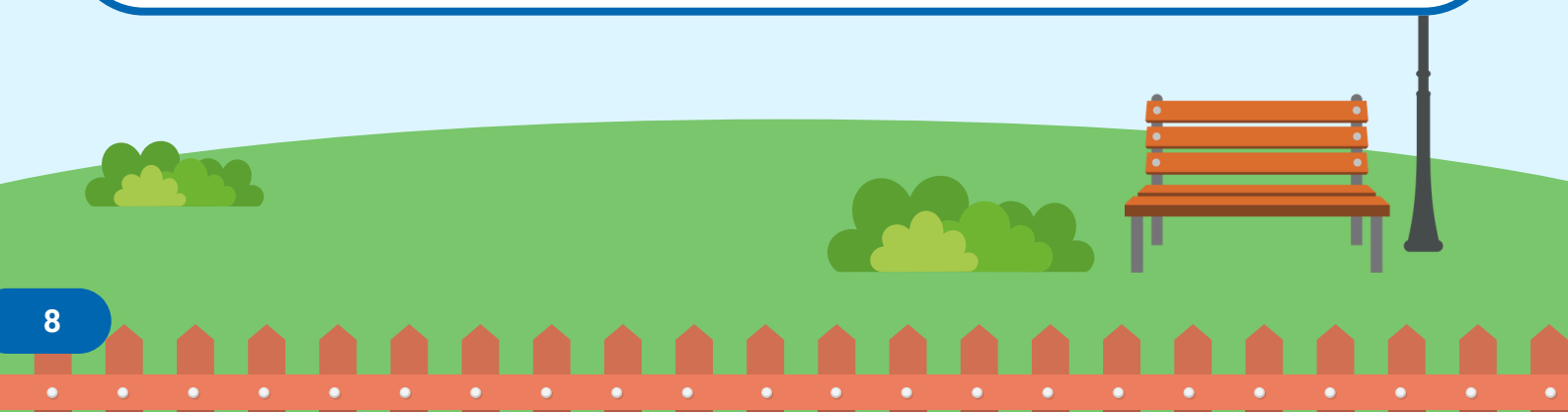
Instructions:

1. Follow the correct method for your device:
 - Android: Press and hold the Power button. Tap “Power off.”
 - iPhone: Press and hold the Side button and one Volume button, then slide to power off.
2. Wait 5 seconds, then turn the phone back on using the same button.

Question:

**What did you see when restarting?
(e.g., brand logo, welcome screen)**

Write it here:



3. How to use your touchscreen

Once your phone is on, the Home Screen appears.
Use the following gestures to navigate

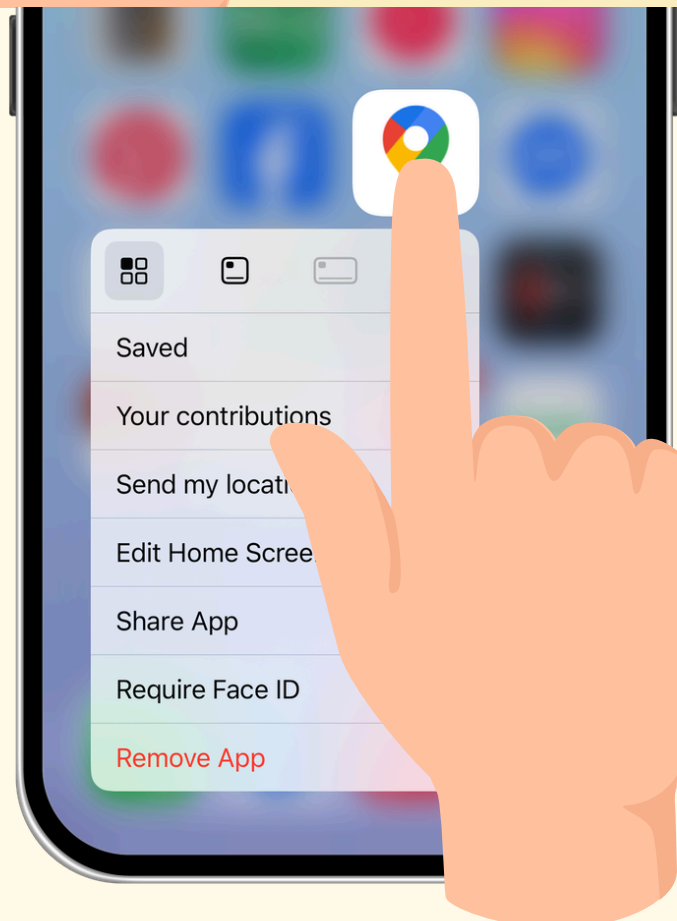


Tap:

Lightly touch the screen to open something.

Tap and Hold:

Touch and hold for additional options.



3. How to use your touchscreen

Once your phone is on, you will see the Home Screen.
Here is how to move around:

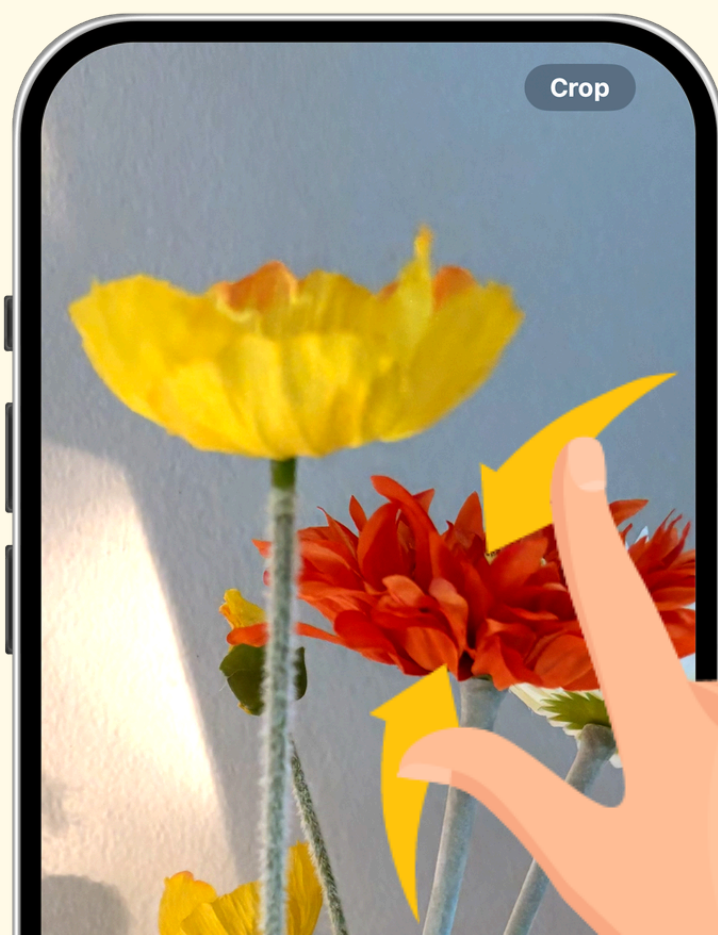


Swipe:

Move your finger across the screen to navigate pages.

Pinch:

Use two fingers to zoom in or out of pictures or text.



4. Common applications



Android



Phone

Make and receive calls



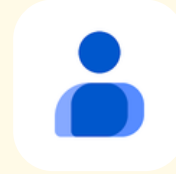
Messaging

Send text messages



Email

(Gmail, Outlook)
Send or read email



Contacts

Store names, numbers and emails



Settings

Adjust sound, brightness, Wi-Fi and more



Internet Browser

Search for information.



Camera

Take pictures or videos



Photos

View saved pictures



Play Store / App Store

Download and update apps



iOS



Phone

Make and receive calls



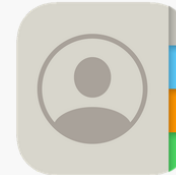
Messaging

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Send or read email



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Store names, numbers and emails



Settings

Adjust sound, brightness, Wi-Fi and more



Internet Browser

Search for information.



Camera

Take pictures or videos



Photos

View saved pictures



App Store

Download and update apps

Practice #3

Try smartphone gestures (“Gesture Gym”)

Objective:

To become confident using common touch gestures.

Instructions:

1. Tap: Open the Camera app by tapping its icon once.
2. Swipe: Navigate your screen left/right or up/down to locate the Photos app.
3. Pinch: Move two fingers closer or farther apart to zoom in or out, like holding and stretching a picture.
4. Tap and hold: Touch and hold any app icon on the home screen to move or delete it.

Reflection:

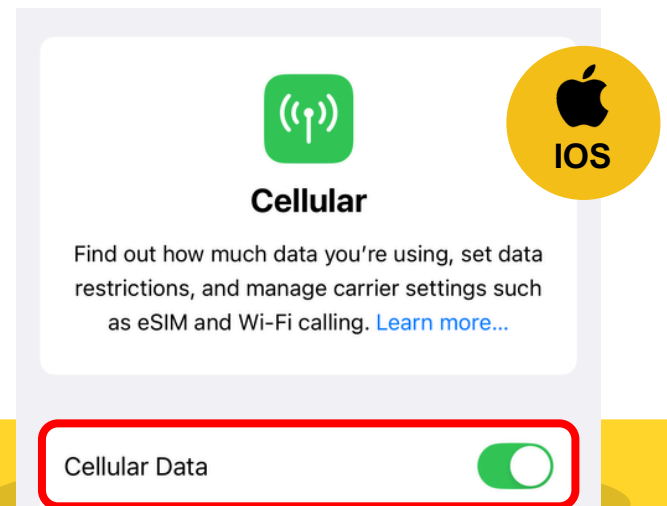
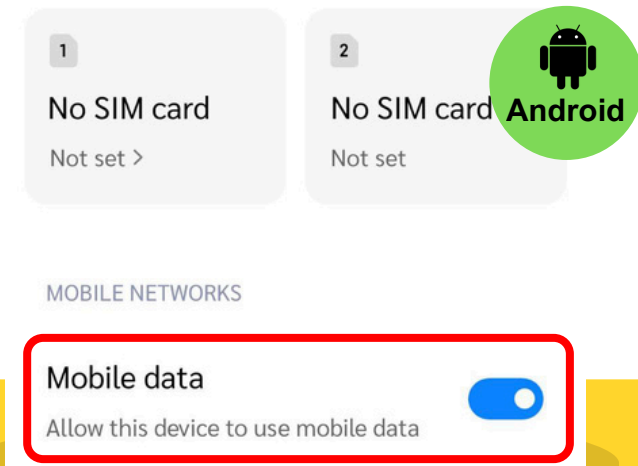
Which gesture was easiest for you?

Which one do you want to practice more?

5. Connecting to the Internet

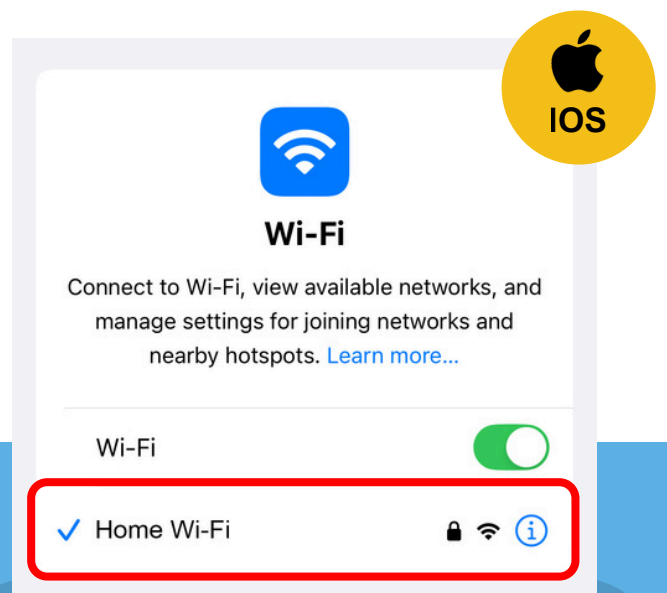
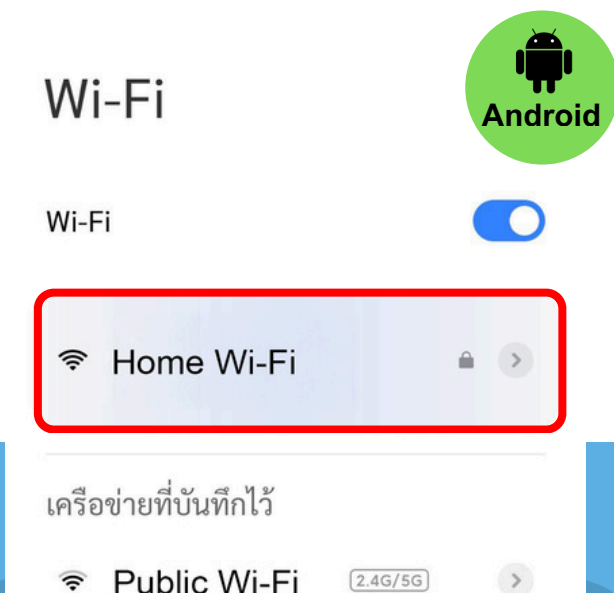
Smartphones can connect to the Internet via:

- **Mobile data:** Uses your SIM card; charges may apply.
- **Wi-Fi:** Connect to networks at home or in public spaces. Often faster and free.



To connect to Wi-Fi:

1. Open the Settings app.
2. Tap Wi-Fi.
3. Select your network name (e.g., “Home Wi-Fi”).
4. Enter the password if prompted.



Practice 4

Connect to Wi-Fi (“Find and Connect”)

Objective:

To connect your smartphone to a Wi-Fi network.

Instructions:

1. Open the Settings app.
2. Tap Wi-Fi or Connections.
3. Choose the correct network name.
4. Enter the password if prompted.

Write your answer below:

Wi-Fi name connected to

Did you enter a password?

☐ Yes ☐ No

Wi-Fi password

6. Creating an email account

To use your smartphone fully, create an email account:

1. Open your browser (e.g., Chrome or Safari) and visit www.gmail.com or www.outlook.com
2. Select Create Account and enter the requested information (e.g., name, date of birth, username).
3. Choose a strong password.
4. Add a recovery email or mobile number (in case you forget your password).

A strong password should include numbers, symbols and capital letters, like MyDog@2025! You will learn more about this in Episode 2.



Help You Remember!

My email address

My password hint?



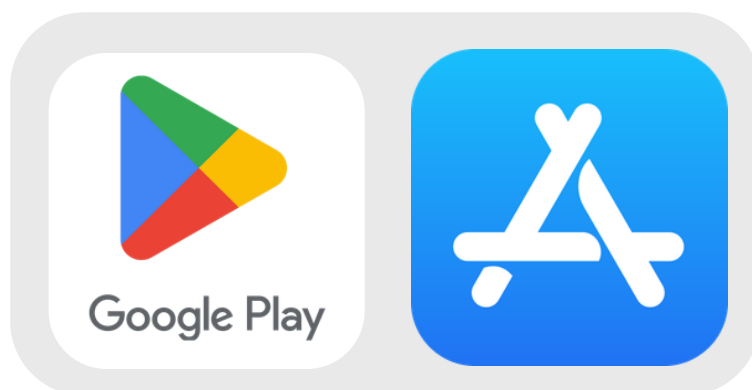
7. Keeping your phone safe

Safety tips:

DOWNLOAD



Download apps only from verified stores (Google Play Store or Apple App Store).



Would Like to Access Your Photos

Allow access to photos to upload
photos from your library.

Select Photos...

Allow Access to All Photos

Don't Allow



Before allowing an app to use your camera, contacts, or location, take a moment to review what it asks for. If unsure, ask a trusted person.

UPDATE...



Regularly update apps and your phone's operating system.

< Back

Software Update

Automatic Updates

On >

Summary and final challenge

To practice what you've learned, try this challenge

Practice 5

"Stay Connected Challenge"

Objective:

To practice using the Camera and Email apps together.

Instructions:

1. Open the Camera app and take a photo.
2. Open the Email app (e.g., Gmail, Outlook).
3. Compose a new email and attach the photo.
4. Send the email to a family member, like your granddaughter, niece or a friend from the community group.

Write your answer below:

Did you send your photo successfully? ☐ Yes ☐ Not yet

Recipient's name: _____

Any issues you faced: _____

Congratulations!

You have completed this guide.



Additional smartphone care tips

Taking proper care of your smartphone helps extend its lifespan and improve its performance. These tips are designed to be straightforward and practical, enabling you to use your device with confidence.

Keep your battery healthy



Why it matters

1. Frequent full discharges and overcharging can reduce battery performance over time.

-

What to Do

- Try to charge your battery when it reaches 20-30%.
- Unplug the charger when the battery is around 80-90%.
- Avoid letting the battery reach 0% frequently.

Keep your phone clean



Why it matters

- Dust or dirt can block the charging port and affect screen sensitivity.

What to Do

- Use a soft, dry cloth to gently clean your phone.
- If necessary, slightly dampen the cloth with clean water.
- Do not use strong cleaning chemicals or spray directly on the device.

Protect your screen



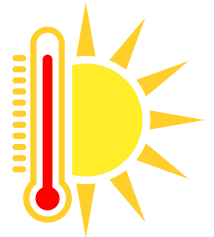
Why it matters

- The screen is fragile and often the most expensive part to repair or replace.

What to Do

- Use a screen protector to reduce scratches.
- Use a sturdy phone case to protect your device from accidental drops.
- Avoid placing your phone face-down on rough surfaces.

Avoid overheating



Why it matters

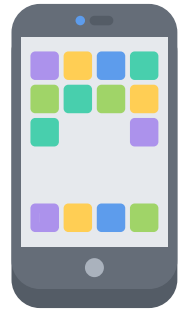
- Excess heat can damage internal components and shorten battery life.

What to Do

- Do not leave your phone in direct sunlight or hot areas, such as inside a car.
- Avoid using your phone while it is charging in hot environments.



Close unused apps



Why it matters

- Apps running in the background can slow your phone and use battery power unnecessarily.

What to Do

- On Android: Swipe up from the bottom of the screen and remove unused apps.
- On iPhone: Swipe up and pause (or double-press the Home button), then swipe away apps you are not using.

Keep your phone updated

UPDATE...



Why it matters

- Software updates improve security and fix technical issues.

What to Do

- Open Settings and look for Software Update or System Update.
- Follow the instructions to install the latest version when available.

Download apps safely



Why it matters

- Unverified apps may contain viruses or access your personal data.

What to Do

- Download apps only from official stores: Google Play Store (Android) or Apple App Store (iPhone).
- Check the app's name, developer, logo, and user reviews before installing.

Do not overcharge your phone



Why it matters

- Prolonged charging beyond full capacity can slightly affect long-term battery health.

What to Do

- Unplug your phone once it is fully charged.
- Avoid charging overnight on a regular basis.

Restart your phone regularly



Why it matters

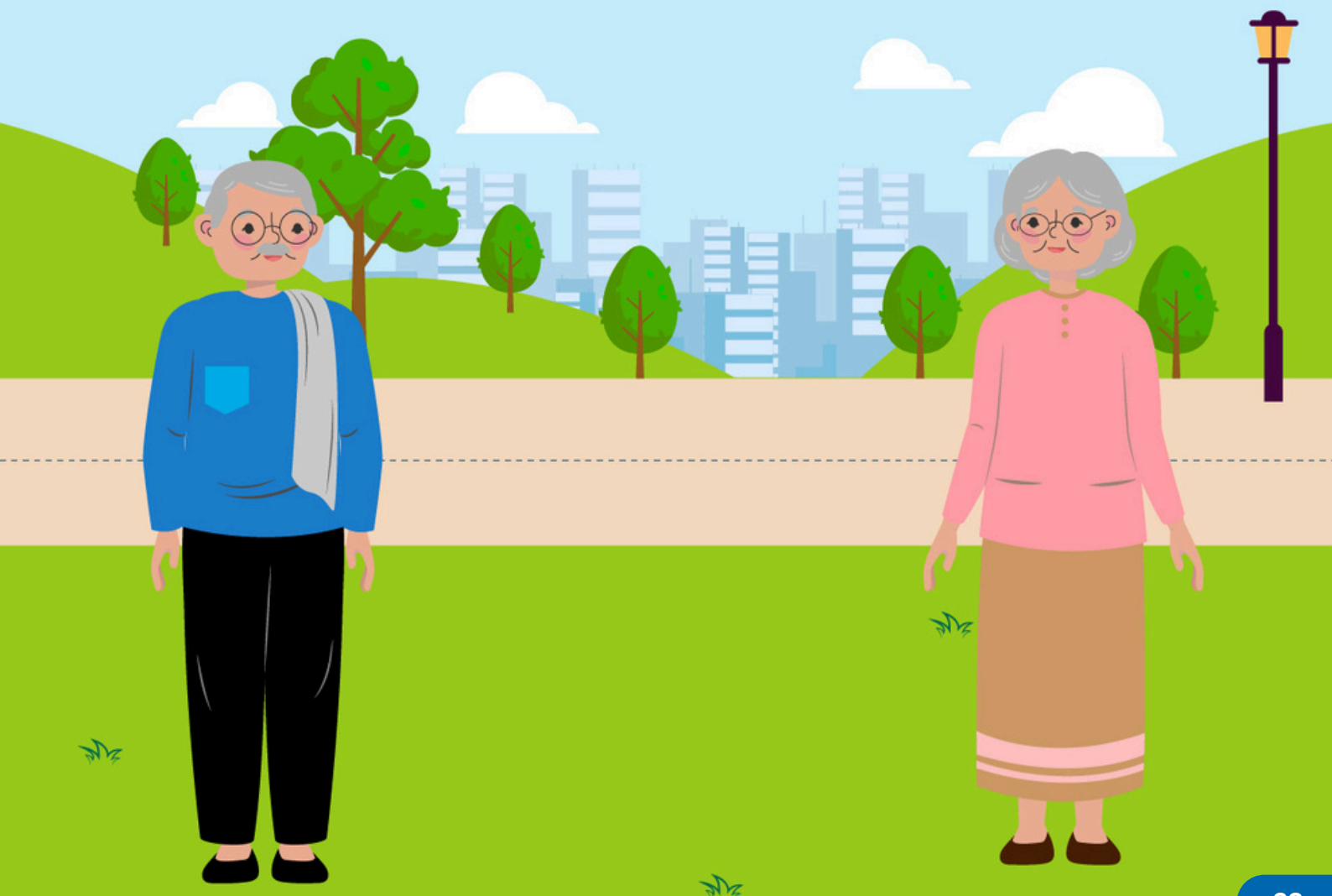
- Restarting clears temporary files and helps your phone run more smoothly.

What to Do

- Restart your smartphone at least once per week.
- To do this, hold the power button and select Restart or Power Off, then turn it back on.

You now have useful tips to care for your phone. Keeping your phone well-maintained allows you to stay connected with loved ones, learn new things, and confidently explore helpful online services.

**Take your time, ask questions,
and celebrate your progress –
you are doing great!**



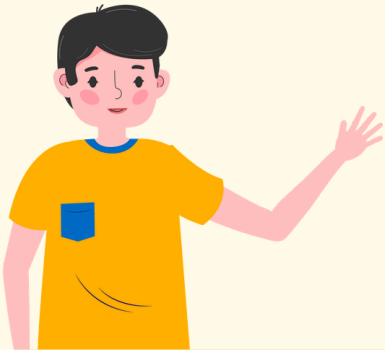
Episode 2

Social media and communication skills

Welcome!

In today's interconnected world, it is easier than ever to stay in touch with friends and family. Social media and messaging applications can support older persons in feeling confident, engaged and informed. This guide introduces key tools and skills for sending messages, making video calls, using email, exploring social media and safeguarding one's personal information online.





Learning objectives

By the end of this lesson, learners will be able to:



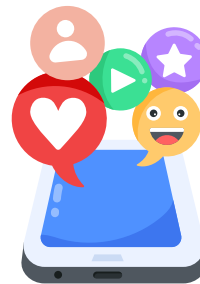
Use messaging apps to send texts, photos and voice messages and videos.



Make video calls using commonly available communication applications.



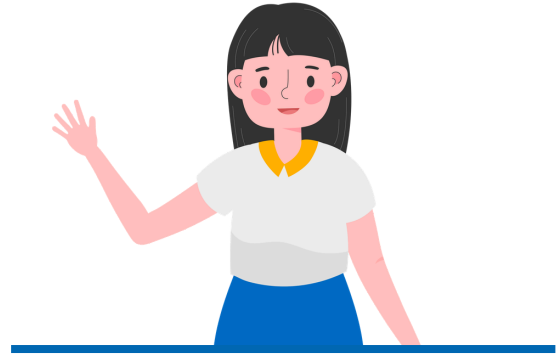
Create and use an email account for basic communication.



Navigate social media platforms safely and responsibly.

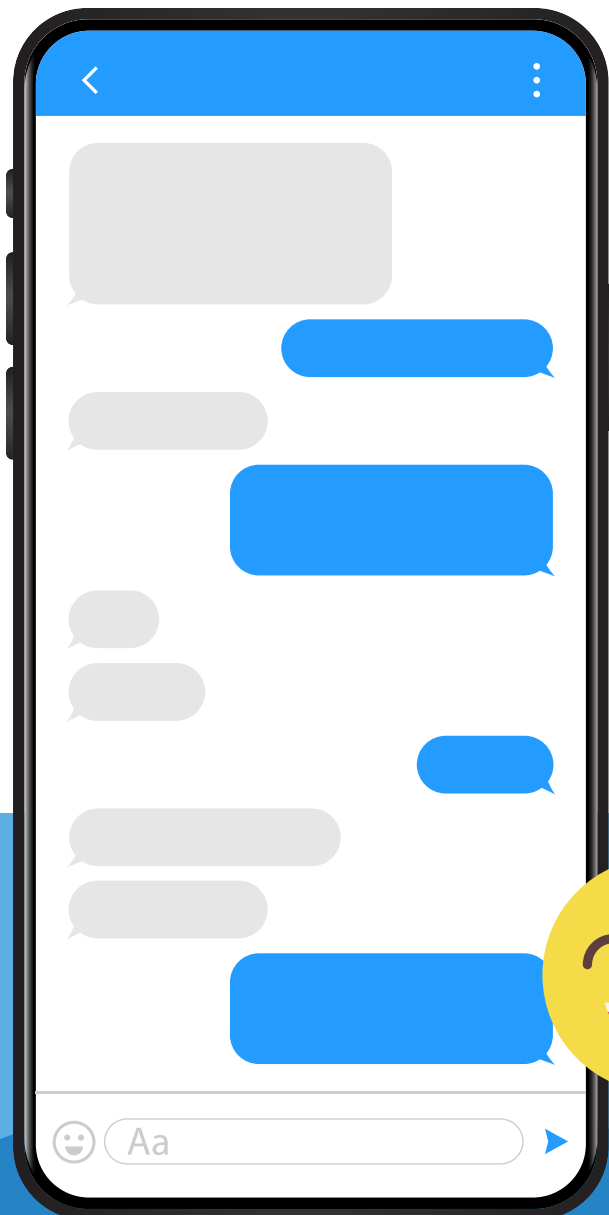


Apply fundamental practices in online safety and digital etiquette.



1. Messaging applications

Messaging applications allow users to send and receive texts, voice messages and pictures or videos through the Internet. Many applications also enable voice and video calls.



Why use messaging apps?

Using messaging apps can help you:

- Stay connected with family and friends near and far.
- Send quick messages without using a telephone.
- Share photos or voice messages.
- Save time and money on communication tools.



Common messaging applications
in Asia and the Pacific include:



Line

Japan

Thailand



WeChat

China



Kakao Talk

Republic of Korea



WhatsApp



**Facebook
Messenger**



Global

Note: These applications are typically free and are accessible via smartphones and tablets.

Practice 1

Send a message

Objective:

Learn to send a simple text and a voice message using a chat app.

Instructions:

1. Open your messaging app (e.g., LINE or WhatsApp).
2. Tap a contact or ask your trainer to help you find someone to message.
3. In the message box, try typing: "Hello! How are you today?"
4. Tap the microphone icon and say a short greeting (e.g., "Good morning!").
5. Press the microphone again to stop recording and send.

"A contact is someone whose phone number and name you have stored on your phone, like a family member or friend."

Reflection:

Who did you send your message to?

Did your message send successfully?

☐ Yes ☐ No

What was the response?

TIPS

The font size on your device can be adjusted in settings to support ease of reading.

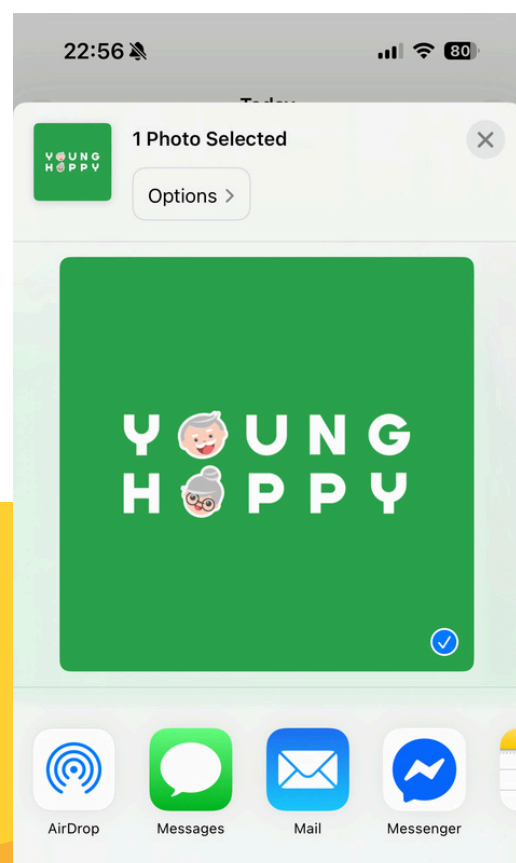
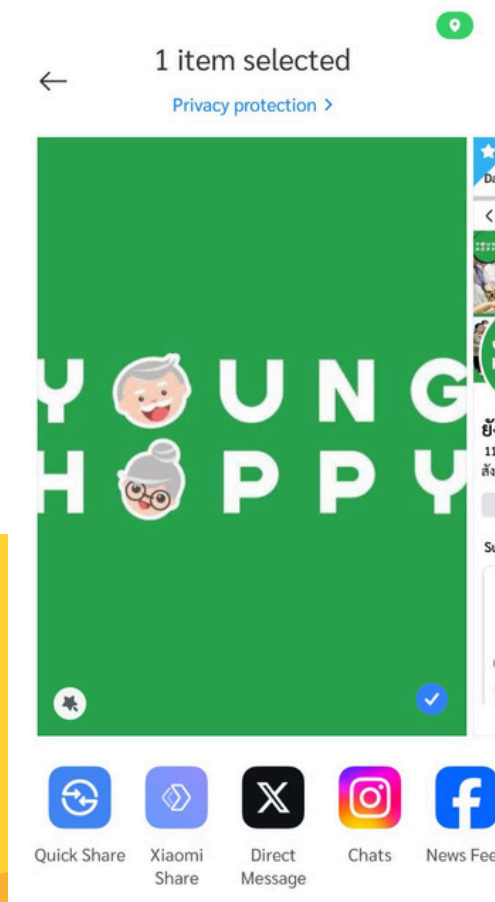
2. Sharing photos and videos

Exchanging photos or videos can help you maintain emotional closeness with loved ones. You may choose to take new photographs or select one from your photo gallery.

Steps:

1. Tap the camera icon to take a new photo.
2. Tap the gallery icon to select a saved photo or video.
3. Tap “Send” to share it.

It is like sending a smile through your phone!



Practice 2

Share a photo

Objective:

Learn how to select and send a photo from your phone

Instructions:

1. Open the messaging app.
2. Tap the photo or camera icon.
3. Choose a photo from your phone's gallery.
4. Tap "Send" or the paper plane icon to a classmate or family member.
5. Ask if they received it.

Reflection:

What photo did you share (e.g., family, garden, food)?

Did the recipient see it?

☐

Yes

☐

No

TIPS

Avoid sending private or personal photos to strangers. Always ask for permission before sharing someone else's photo.

3. Making video calls

Video calls enable you to see and speak with another person in real time. This enhances the sense of connection, especially with distant friends or relatives.

Common applications for video calls



WhatsApp



LINE



Messenger



Zoom



Google Meet

Steps:

1. Open the video calling application of your choice (e.g., WhatsApp, Messenger, LINE).
2. Choose a contact.
3. Tap the video camera icon.
4. Wait for the person to answer.
5. Enjoy your conversation.



Practice 3

Make a video call

Objective:

Learn to make a short video call with someone in your class or a family member.

Instructions:

1. Open a messaging app or video call app (e.g., LINE, WhatsApp, Zoom).
2. Tap the name of someone in your contact list.
3. Tap the video camera icon to call them.
4. Wait until they answer. Say hello and wave!

Reflection:

Who did you talk to on video?

Did the sound and picture work well?

☐ Yes ☐ No

TIPS

- Use headphones/earphones to improve sound quality.
- Place the device on a stable surface.
- Sit in a bright and quiet room.

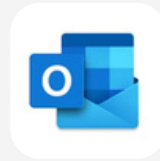
4. Using email

Email (or electronic mail) is a convenient way to exchange messages, documents and photographs online.

Common email providers include



Gmail (by Google)



Outlook (by Microsoft)

To create an email account:

1. Open a web browser and visit www.gmail.com or www.outlook.com, or you may choose another provider.
2. Select “Create Account” and follow the instructions.
3. Choose a unique email address and a strong password.
4. Add a phone number for password recovery.
5. Click “Next” and follow the on-screen instructions to complete the setup.

23:34

Create a Google Account

Enter your name

First name

Last name (optional)

Next

23:40

Create a strong password

Create a strong password with a mix of letters, numbers and symbols

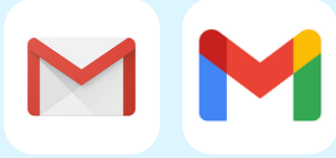
Password

Confirm

☐ Show password

Next

To send an email:

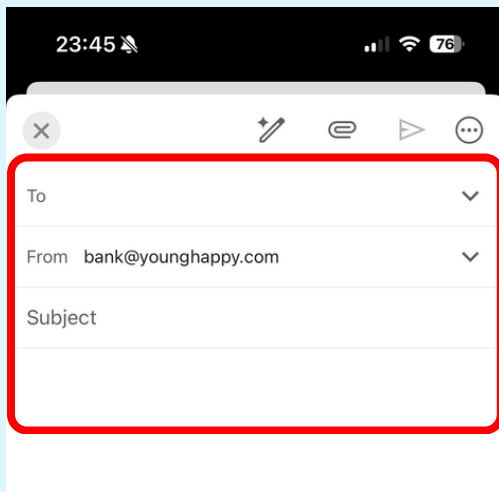


1. Open the email application or visit the website.



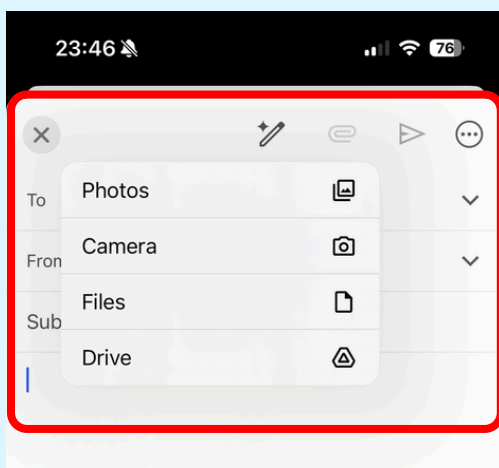
Compose

2. Click “Compose” or “New Email”.



3. Enter the recipient’s email address (e.g., johndoe@gmail.com).

4. Type your message.



5. Click “add a file or picture (called an attachment)” if you want to send a photo or document.



6. Click “Send.”

Practice 4

Send an email

Objective:

Learn to send an email with a greeting. Compose a short message and send it to a peer or your trainer.

Instructions:

1. Open your email app or visit Gmail.com.
2. Tap “Compose” or “New Email.”
3. Enter your trainer’s or friend’s email address.
4. Type a greeting message such as: “Dear Mr. ABC, I hope you are doing well.”
5. Tap “Send.”

Reflection:

What is your email address?

Did you receive a reply?

☐ Yes ☐ No

TIPS

- Write your email and password down in a notebook and keep it safe.
- If you forget your password, please click on "Forgot Password" and follow the steps to recover it.

5. Exploring social media

Social media platforms allow users to share messages, photos and videos; access a wide range of information; and connect with people and communities of interest.

Common social media platforms include:



Facebook: Widely used for staying in touch with family and friends and joining community groups.



YouTube: A platform for watching videos, including tutorials, entertainment and news.



Instagram: Focused on sharing photographs and short videos.



TikTok: Popular for creative and educational short videos.



Pinterest: Useful for exploring hobbies such as cooking, crafts and decorating.



Why use social media?

Social media is not only for younger people. Older persons can benefit greatly from digital platforms. Whether your goal is to keep in touch with loved ones, explore new hobbies, or stay informed, social media provides a useful and engaging experience. However, as with any technology, it is important to use it responsibly.



Advantages of social media for older learners

1. Stay connected with family and friends

Social media platforms allow users to send messages, view photos and make video calls. You can follow updates from children, grandchildren and friends, regardless of location.

***Example:** You can view photographs from your grandchild's birthday or send greetings to a friend from your school days.*

2. Join communities and make new friends

Many platforms allow you to join groups based on shared interests such as gardening, cooking, books or health.

***Example:** Join a Facebook group for gardening to exchange ideas and tips with others who share your interest.*

3. Discover new hobbies and entertainment

Platforms such as YouTube and Pinterest provide access to free videos and ideas on topics like cooking, music, history and arts and crafts.

***Example:** Watch a painting tutorial on YouTube and try a new creative activity.*



Points to be cautious about:

While social media offers many advantages, there are also risks to consider.

1. Risk of scams and fraud

Scammers may send false messages, fake offers or phishing links to trick users into sharing personal or financial information.



How to stay safe:

Never share personal details or passwords with strangers online. If a message seems suspicious, check with a trusted family member before responding.

2. Privacy concerns

Some users may unintentionally share too much personal information, which can be misused.



How to stay safe:

Review your privacy settings to control who can view your posts and profile. Avoid posting your full address (or showing your house number in photos), phone number or financial details.

3. Excessive screen time

Spending too much time online can lead to reduced physical activity, eye strain and stress.



How to manage:

Limit social media use to 30–60 minutes per day. Take regular breaks and engage in offline activities.

4. False or misleading information (“fake news”)

Some posts may spread incorrect information about health, politics or current events.



How to stay safe:

- Always cross-check information with reliable sources, such as government websites or reputable news agencies.
- Do not forward or share content unless you are certain it is accurate.





Final thoughts: Should older persons use social media?

YES



When used responsibly, social media is a valuable tool for staying informed, connected and entertained.

Be mindful

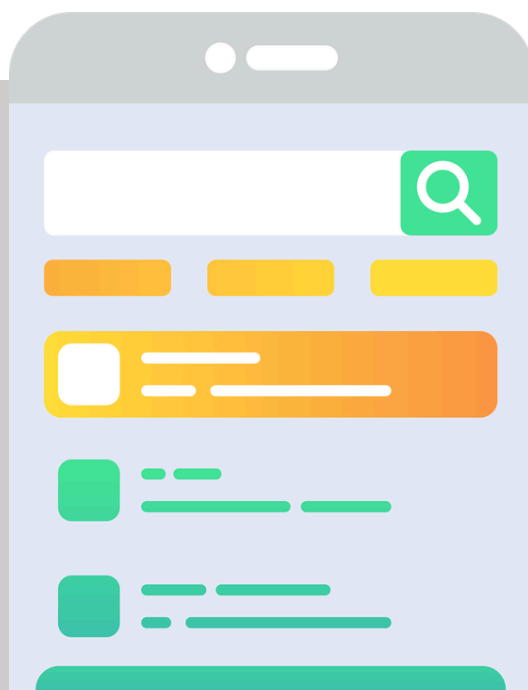


Protect your personal information, limit screen time and use trusted sources to ensure a positive experience.

Getting started with social media:

Follow these simple steps to begin exploring social media platforms:

1. Open the Play Store (for Android) or App Store (for iPhone).
2. Search for the social media app you would like to use (e.g., Facebook or YouTube).
3. Download and install the application.
4. Create an account using your phone number or email address.
5. Set up your profile by adding a photo and a brief description, if required.
6. Search for family, friends or topics of interest to follow.

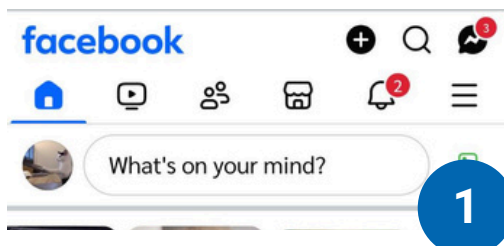


Practice 5

Explore social media

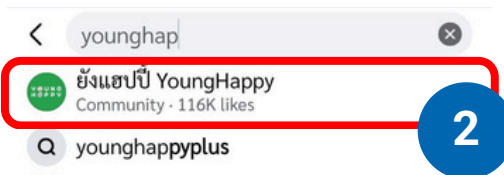
Objective:

Learn how to use a social media platform in a safe, enjoyable and responsible manner.



Instructions

1. Open a social media application such as Facebook or YouTube. (If the application is not yet installed, ask a trainer or family member to assist you.)



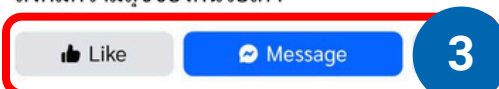
2. Search for a family member, a friend, or a page related to a personal interest (e.g., gardening, music, health, or local events).



3. Follow the person or page by selecting “Follow” or “Like”.

4. Watch a short video or read a post.

5. Click “Like” or write a brief, kind comment such as “Thank you for sharing” or “Very useful!”



Challenge yourself

- Follow one trusted news source.
- Follow one page that shares content related to your hobbies or interests.
- Review and adjust your privacy settings. You can control who sees your posts and how your information is shared.

Reflection:

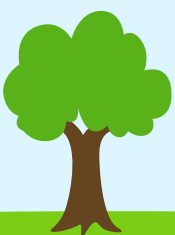
What did you enjoy most about exploring social media?

Did you learn something new, or find a page you would like to visit again?

☐ Yes ☐ No

TIPS

- Before posting or commenting, ask yourself: “Would I be comfortable if this message were read by others?”
- Always share thoughtfully and avoid posting personal information such as your address, phone number or financial details.



6. Staying safe online

Online safety means protecting your personal information and avoiding risks while using the Internet. Many online platforms are useful and enjoyable—but like the real world, they also require caution.



Key practices for online safety

1. Set your privacy settings

Adjust who can see your posts and personal information. Use the “Settings” menu in each application to limit access to your profile, photos and activity.

2. Be cautious when connecting with others

Only accept friend or contact requests from people you know and trust. If you receive a message from an unknown person, do not respond or share any information.

3. Watch out for scams

Do not click on suspicious links or reply to messages that ask for personal details. Common scams may pretend to be a bank, government agency or even a friend.

4. Enable two-factor authentication (2FA)

This means after typing your password, the app sends a code to your phone. You enter both the password and the code to log in. It helps protect your account.

5. Use strong and secure passwords

A strong password helps keep your information safe from hackers and scammers.



Creating a strong and easy-to-remember password

A good password should be both secure and memorable. Here are helpful tips for older persons:

Use a sentence or personal phrase



Example

Instead of a single word, use a phrase that is meaningful to you but hard for others to guess.

“My2ndDog’sNamelsFrankie”

- ✓ Includes uppercase letters (M, D, N, F)
- ✓ Includes a number (2)
- ✓ Includes a symbol (’)
- ✓ Easy to remember, but hard to guess



More good examples

“ILoveTravelling2Thailand!” (if you enjoy travel)

“GrandmaBakesBest\$Cookies” (for baking enthusiasts)

“1995WasMyBest@Year” (if that year was special for you)



Avoid weak or common passwords

“Password123” (too simple)

“12345Hello!” (too predictable)

“MyNamelsJohn123” (too personal)



for stronger password

- Use a mix of capital and lowercase letters, numbers and symbols.
- Avoid using your real name, birthdate or common words.
- Create variations for different accounts. For example:
- Facebook: FrankieLovesToBark_FB!
- Email: FrankieLovesToBark@Mail
- Banking: FrankieLovesToBark\$Bank

Keeping your passwords safe



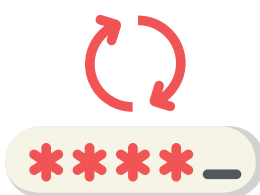
Write your passwords in a notebook that you keep in a safe place at home.



Do not save passwords on your phone, in a photo, or in email.



Never share your passwords with others, including friends and family.



Change your passwords every 6 to 12 months, or sooner if you suspect a problem.



If you receive a message, call or email asking for your password—**do not respond**. Legitimate services will never ask for your password.

Final checklist

- ✓ Your password is at least 12–16 characters long
- ✓ You used a mix of letters, numbers and symbols
- ✓ You do not use the same password for all accounts
- ✓ You have written your passwords in a secure place
- ✓ You never share passwords with anyone

Practice 6

Create a strong password

Objective:

To create a secure password using the sentence method and practice using it to log in safely.

Instructions:

1. Think of a meaningful sentence that is easy for you to remember but hard for others to guess.

Examples: “My2ndDog’sNameIsFrankie!”
“ILoveCooking@Home2024”

2. Use this sentence (or a version of it) as your password.

Make sure to include:

- Capital and lowercase letters
- Numbers
- Symbols (such as !, @, #, or \$)
-

3. Write your password down in a safe place—preferably a notebook kept at home, not on your phone or computer.

4. Practice logging in with your new password on different apps or accounts.



Password practice table

You may use this space to write down your passwords, if needed.
Keep this guide in a safe place and do not share it with anyone

Account type

Password hint or full password
(optional)



Email



Facebook



Instagram



Gmail/YouTube



Other:



Other:



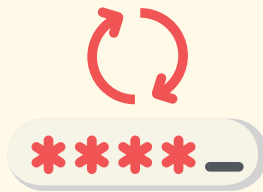
If you notice any unusual activity in your account (such as unfamiliar log-ins or strange messages), ask a trusted family member or friend for help. You can also report the issue by using the “Report” or “Help” feature within the app.



Reminder



Never share
your password
with anyone.



Change it
regularly (every
6–12 months).



Use different
passwords for
different accounts.



7. Online etiquette: Being respectful on the Internet

Just like in daily life, it is important to be polite and respectful when using the Internet. Good manners online help build a safe and friendly environment for everyone.

Online etiquette tips



Be polite

Use kind and respectful language when sending messages or leaving comments. A simple “Thank you” or “That’s helpful” goes a long way.



Avoid arguments

If you disagree with someone online, try to express your thoughts calmly and respectfully—or simply move on.



Check facts before sharing

Before forwarding messages, articles or posts, take a moment to confirm the information is accurate. Sharing incorrect information can cause confusion or harm.



Respect diversity

People online come from many different backgrounds, cultures and countries. Use inclusive and respectful language when interacting with others.

Practice 6

Write a kind message online

Objective:

To practice good online manners by writing respectful messages and positive comments.

Instructions:

1. Open a messaging app or social media platform.
2. Find a recent post by a friend, family member or group you follow.
3. Write a kind message to someone you know online.

Example: “Wishing you a great day!”

4. Post a positive comment on a video or group page.

Example: “Thank you for sharing this—it made me smile!”

5. Read other comments and discuss with your group.

Reflection:

What kind message did you write?

How did it make you feel?

TIPS

Think before you post. If it would not be nice in person, do not write it online.



Final challenge: Show what you have learned!



Task 1:

Send a message, photo and voice note to someone you know using a messaging app (such as LINE, WhatsApp or Messenger).



Task 2:

Make a video call with a family member or friend using your preferred app.



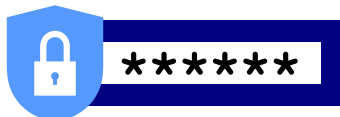
Task 3:

Send an email to a family member. Try adding an attachment, such as photo or document.



Task 4:

Watch a video on YouTube that interests you. Leave a positive comment if you wish.



Task 5:

Create a strong password using the sentence method. Store it safely and use it to log in.



Congratulations!

You have learned how to:



Send messages and
make video calls



Use email and
attach files



Explore
social media



Stay safe and
respectful online



Create strong passwords and
protect your personal information

Learning new things takes time. It is okay to make mistakes. Keep practicing, ask for help from a trusted person and enjoy the digital world with confidence!



9 handy tips for using your device comfortably and safely

These simple tips can make using your phone or tablet easier, safer and more enjoyable.

1. Make text bigger for easier reading

Why?

Small text can be hard to read, especially in messages and on social media.

How to do it

- On Android: Go to Settings > Display > Font Size and increase the size.
- On iPhone: Go to Settings > Display & Brightness > Text Size and slide to adjust.

2. Use voice messages instead of typing

Why?

If typing is difficult or tiring, sending a voice message is quicker and easier.

How to do it

In WhatsApp, LINE or Messenger, press and hold the microphone icon to record your message.

3. Save mobile data by using Wi-Fi

Why?

Watching videos and making video calls use a lot of data, which may cost money.

How to do it

Connect to a Wi-Fi network at home, in cafés, libraries or community centres before using the Internet.

4. Avoid scams and fake messages

Why?

Scammers may send messages pretending to be your bank, a relative or a prize offer.

How to do it

- Do not click on links from unknown numbers or accounts.
- If someone asks for money online, call them to confirm first.
- Always check official websites for news or promotions.

5. Adjust privacy settings for more security

Why?

You can control who sees your posts and who can contact you.

How to do it

- On Facebook, Instagram or WhatsApp, go to Settings > Privacy.
- Choose “Friends only” instead of “Public” when posting or sharing.

6. Set a daily screen time limit

Why?

Too much screen time can cause eye strain and reduce physical activity.

How to do it

- On Android: Go to Settings > Digital Wellbeing & Parental Controls.
- On iPhone: Go to Settings > Screen Time and set time limits for specific apps.

7. Keep your device safe

Why?

Your phone stores personal information, just like your wallet.

How to protect it

- Use a PIN, password or fingerprint lock.
- Do not use the same password for every app.
- Update your apps regularly for better security.

8. Be kind and respectful online

Why?

Good manners online are just as important as in real life.

Good online tips

- Say “please” and “thank you” in messages.
- Avoid arguing – if you disagree, stay calm and respectful.
- Do not believe or share everything you read—check the sources first.



9. Choose the right headphones for your needs

Why?

Headphones improve your experience when watching videos, making calls or learning online.

Types of headphones to consider

- Video calls: Headphones with a microphone (wired or wireless)
- Music: Over-ear headphones with clear sound
- Walking/moving around Wireless earbuds
- Hearing assistance noise-cancelling headphones

Age-friendly headphone tips

- Choose headphones with adjustable volume or built-in amplifiers if you have hearing difficulties.
- For simplicity, wired headphones are easy to use—just plug and play.
- Wireless (Bluetooth) headphones give more freedom to move.
- Ensure headphones are lightweight and comfortable, especially for long use.

Bluetooth means your headphones connect without a wire. You don't need to plug them in.



Episode 3

Information skills – how to search safely and effectively online

Welcome!

Have you ever wanted to find a recipe, check the news, or learn something new—right from your phone or tablet?

In this lesson, you will learn how to search for information online in a way that is simple, safe and useful.

You will learn how to:



Use online search tools
(called search engines)
like Google or Bing



Search for images,
videos, news, maps
and more



Check if the
information is
trustworthy



Avoid fake news
or scams



Use basic AI tools
to help answer
questions



Let's begin!



1. What is a search engine?

A search engine is a tool on the Internet that helps you find answers to your questions. It works like a helpful librarian: when you type a question, it finds websites, pictures, videos or articles that may answer it.

Common search engines



Google
(most popular around the world)



Yahoo!



Bing
(by Microsoft)



Baidu
(popular in China)



TIPS

You can find a search engine app on your phone, such as Google (common on Android phones) or Safari (on iPhones). Some browsers, like Chrome or Firefox, also include a search bar. If you are not sure, ask someone or check your phone's icons for a magnifying glass or a colourful "G" icon.

Practice 1

Recognizing search engines

Objective:

Learn how to find and open a search engine on your phone or tablet.

Instructions:

1. Look for the search app on your phone (Google, Safari, or another browser).
2. Tap on it and look for the search bar (usually a white space at the top).

Question:

What is the name of the search engine app you found?

Answer:

Do you see the search bar?

☐ Yes ☐ No

Say aloud: "This is where I will type my question."

TIPS

Search engines work best when you use clear, simple words.

Example:

"Low sugar banana bread recipe for children"



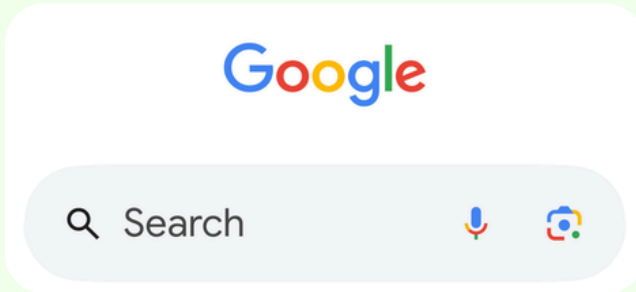
2. Using a search engine

When you use a search engine, think of it like asking a clear question to a friend or teacher. Clearer questions give better answers.



1

Open your search engine app or browser.



2

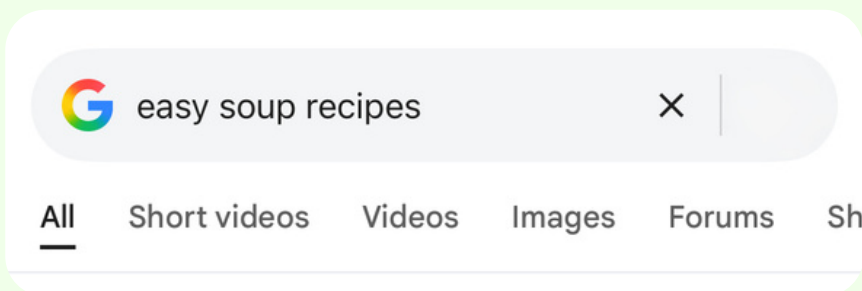
Type in your question or keywords, like:

- “Easy soup recipes”
- “Best exercise for older persons”
- “Weather today”



3

Tap the search or magnifying glass icon.
The magnifying glass icon is often used to mean “**search.**”



4

Browse the results and tap one to read more.

Note

The first result may not always be the best or most accurate. Check carefully before you trust the information.



How to check if information is trustworthy:

Not everything you find online is true. Before you believe or share something, take a moment to check where it comes from.

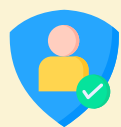
Here is how:



Check the date – Is the article or post recent? Try to use information from the past 1-2 years, especially for health or news topics.



Check the website address – Trust websites that end in .gov (government), .edu (education), or belong to well-known organizations. .org websites can also be reliable if they belong to known organizations like the United Nations.



Look for the author – Scroll down to see if the article lists who wrote it and where the information came from.



Be careful with unknown websites – Especially those that promise miracle cures or sound too good to be true.



Imagine you are at a busy market. The first shop at the entrance may not have the best or freshest goods. Walk around, compare and choose carefully. Do the same when searching online!



What if you do not find what you are looking for:

Try changing your search words to be more specific or detailed. This helps the search engine give you better results.

Example:

Instead of typing: “soup”

Try: “chicken noodle soup recipe for people with diabetes”

The clearer your question, the better the answer you will get.

Practice 2

Try your first search

Objective:

Practice searching and understanding the results.

Instructions:

1. Use your phone to search for:
“Simple stretching for older persons”
2. Open one result.
3. Check the article for the author and date.

Question:

Who wrote the article?

When was it published?

Now try this:

Search:

“Gentle yoga for 70-year-old women with arthritis”

How are the results different?

TIPS

If you do not find what you want, change your words.
Add details such as your age, location or need.

3. Search by format: not just text

Search engines can help you find different types of content—not just written articles. You can search for:

Google

wat arun

AI Mode

All

Images

Videos

Short videos

News

Images

Photos of
flowers, food,
people, places

Videos

Step-by-step
guides or
entertainment

Maps

Find nearby
places or
directions

News

Read current
updates from
reliable sources

wat arun

AI Mode

All

Images

Videos

Short videos

News

Shopping



Grand palace



Temple



Chao phraya



Ban



LE OF DAWN BAN...



en.wikipedia.org
Wat Arun - Wikipedia



love, Cheris
Inside the M



Example:

Search “**Wat Arun**”, then tap
“Images” to see photos, or
“Videos” to see clips.

Imagine a vast library filled with
photos, movies, maps and
newspapers all in one location

Practice 3

Explore search formats

Objective:

Learn how to search by images and videos.

Instructions:

1. Search for: "Lotus flower"
2. Tap the Images tab. Look at the pictures.
3. Then tap Videos.

Tabs are small buttons at the top of the screen that say "Images," "Videos," or "News". Tap them to change what you see.

Question:

Describe one image you see:

Can you find a video about lotus flower care?

☐ Yes ☐ No

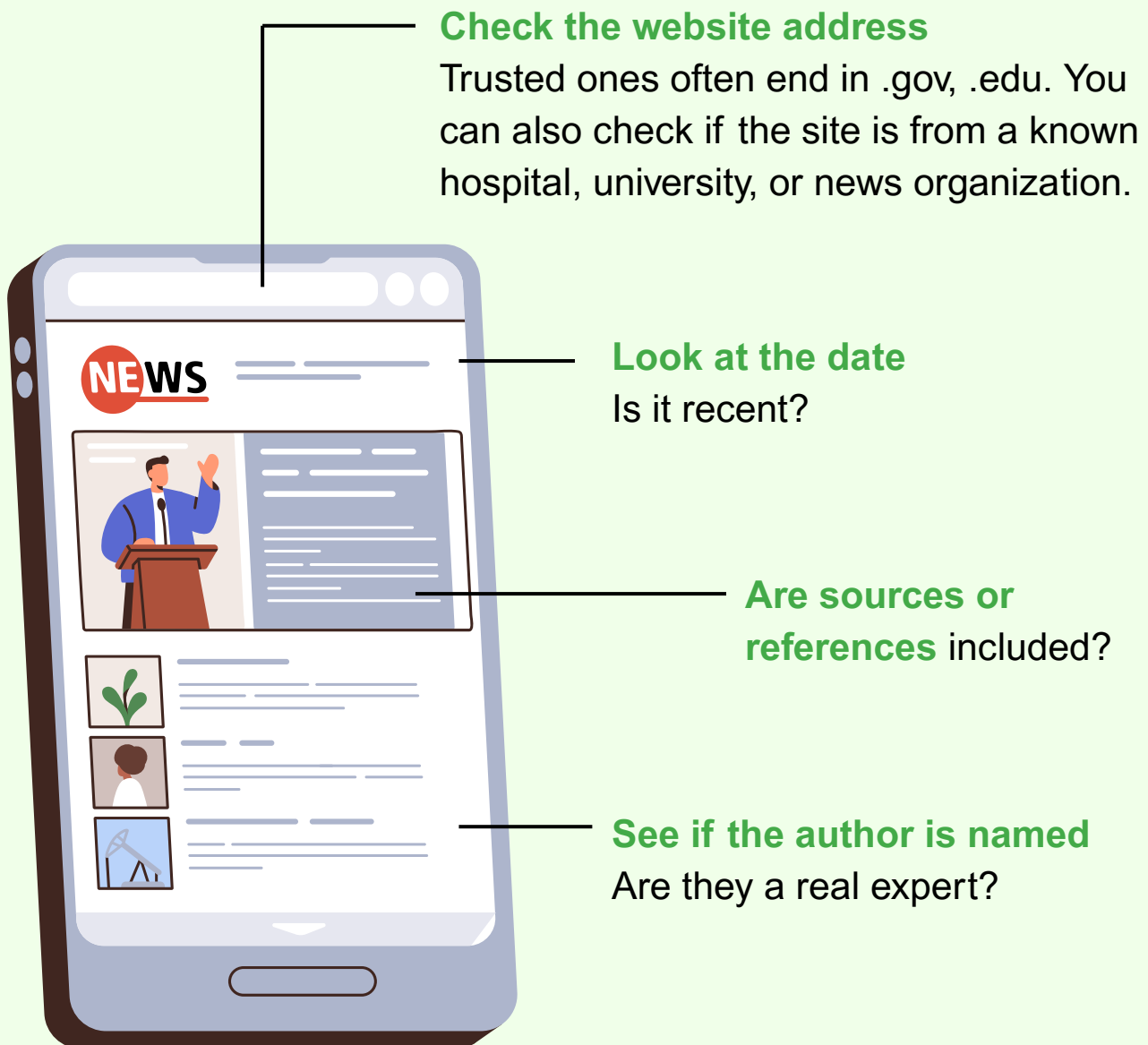
TIPS

Use different tabs (Images, Videos, News, Maps) to explore the topic in different ways.

4. How to know if information is reliable

Not all websites tell the truth. Some may give wrong, old or misleading advice. Always check before you trust or share.

How to check



Avoid websites that look messy, have spelling errors, or make big promises like “miracle cures.”

Practice 4

Is it trustworthy?

Objective:

Learn how to check if a website is reliable.

Instructions:

1. Search: "Benefits of drinking green tea"
2. Open one article and answer the questions below.

Question:

Is it from a hospital, government, or a known website?

☐ Yes ☐ No

Is it from the last 2 years?

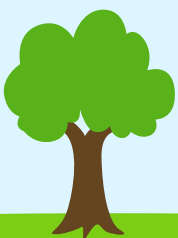
☐ Yes ☐ No

Are sources listed at the bottom?

☐ Yes ☐ No

TIPS

The more you practice checking,
the easier it becomes to find good information.



5. Watch out for fake news

Fake news is false information that looks real. It may try to scare, confuse, or trick people.

Common signs of fake news:



A shocking or strange headline



No author name



Spelling or grammar mistakes



Urgent messages like "Share this now!"



Only one opinion, no evidence



Think of it like someone shouting gossip in the market. Even if your friend or family member shared it, it could still be false—**always double-check first.**

Practice 5

Spot the fake

Objective:

Learn how to spot information that may not be true.

Instructions:

1. Search: "Water cures all illnesses"
2. Choose one article and read it.

Question:

Does it sound realistic?

☐ Yes ☐ No

Who wrote the article?

Can you find another site with the same information?

☐ Yes. ☐ No

TIPS

Always compare with reliable sources like hospitals, universities, or government health websites.

6. Why searching is helpful

Searching online can help older learners stay informed, active and connected.

You can:



Learn new hobbies
(gardening, music, cooking)



Get advice about
health or exercise



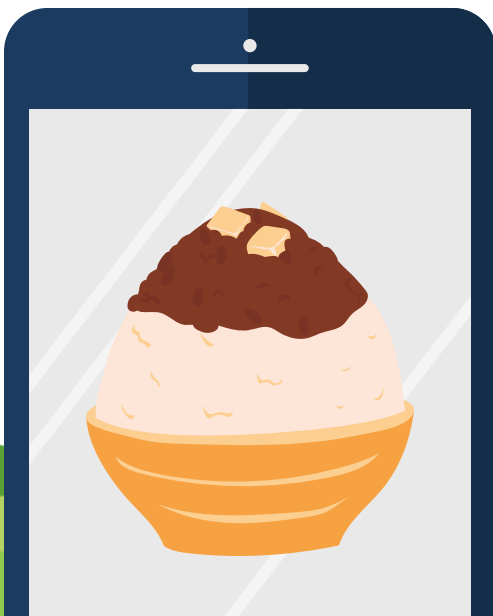
Plan trips or shopping



Check news and weather



Watch videos for fun or learning



Example:

A grandmother searched for easy dessert recipes to cook with her grandchildren.

Practice 6

Search for joy!

Objective:

Use search engines for fun or learning.

Instructions:

1. Choose something you enjoy (travel, music, food, etc.).
2. Search for it online.
3. Open an article or video.

Question:

What did you search for?

What did you find that was interesting or new?

TIPS

Enjoy learning at your own pace. You can search anytime, anywhere!

7. What is AI?

Artificial Intelligence (AI) means that a computer or phone can answer your questions and help you—just like a friendly digital helper.

You can type a question, and the AI gives you a full answer in simple language. You can also ask more questions, like having a conversation.



AI is becoming a helpful tool for everyone to:



Learn new things



Get clear explanations



Write messages or letters



Search for information easily

AI vs. traditional search engines



Traditional search engines (like Google or Bing):

- Show a list of websites you can visit.



AI tools (like ChatGPT or Gemini):



- Give full answers directly, in complete sentences.
- Let you ask follow-up questions for more help.

Popular AI tools you can try:



ChatGPT

ChatGPT

Developed by OpenAI. It explains things clearly, answers questions, helps write messages, or gives suggestions.



Gemini

Gemini (formerly Bard)

Created by Google.

It gives answers using Google's search system.



deepseek

DeepSeek

An AI from China that works well in both Chinese and English.



Copilot

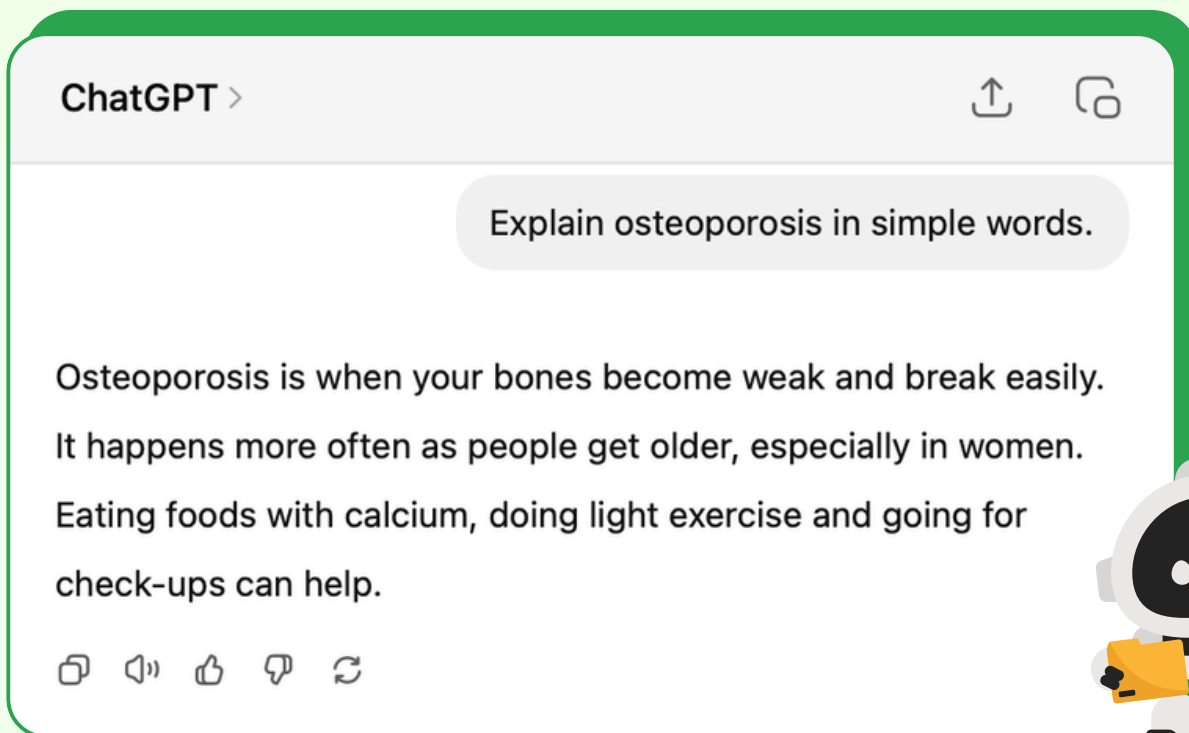
Microsoft Copilot

Built into Bing and Windows, it helps with web searches, emails and tasks.

TIPS

These tools can be used on your phone, tablet or computer. Most are free to try. If you do not have an account, ask someone to help you create one safely. Some AI tools require sign-in.





Example:

Using AI for learning

A retired teacher wants to understand a health condition. She types into ChatGPT:
“Explain osteoporosis in simple words.”

ChatGPT replies:

“Osteoporosis is when your bones become weak and break easily. It happens more often as people get older, especially in women. Eating foods with calcium, doing light exercise and going for check-ups can help.”



AI cannot understand emotions or real-life context the way people do. AI is a tool—it gives suggestions, but not personal advice. Ask a real person if you are unsure.



Practice 7

Try AI chat

Objective:

Explore how to ask a question using an AI tool.

Instructions:

1. Open your Internet browser
2. Visit <https://chat.openai.com>
3. Type: “Best exercises for older persons with knee pain”
4. Read the answer. Then ask: “Can you explain it more simply?”

Question:

Was the answer easy to understand?

☐ Yes ☐ No

Did it feel like a helpful assistant?

☐ Yes ☐ No



Safety tip:

AI can be helpful, but it can also make mistakes. Always double-check health, legal or money-related advice with a doctor, trusted person, or official source.

Handy tips for smart searching



Use clear, short questions



Add age, location or topic to your question



Use the microphone to speak if typing is hard



Save good websites using the bookmark icon



Limit screen time to avoid eye strain

Congrats!
You Won

Never click on strange links (like “You won!”)



Ask family or friends for help when unsure



When using public Wi-Fi, avoid typing personal information like your ID number, bank details or passwords.





Final challenge:

search like a pro!

Objective:

Combine what you've learned and search confidently.

Instructions:

1. Choose one topic: health, food, hobby, travel
2. Write a clear search question
3. Read one result
4. Check if it is recent and trustworthy

TIPS

Even if your first search does not give you the answer, try again with slightly different words.

Question:

What did you search?

Was the information useful to you?

☐

Yes.

☐

No

Write the name of the article or website:



Well done!

You have learned how to search smartly
and safely on the Internet.
Keep practicing, and remember
you are never too old to learn something new.
The more you search, the more you learn!

Episode 4

Safety and privacy skills

Welcome!

In this episode, we will learn how to stay safe and protect your privacy while using the Internet. These are important skills to help you avoid scams and enjoy the online world with confidence and peace of mind.

We will show you how to:



Create strong and secure passwords



Avoid phishing and scams



Set privacy settings on social media



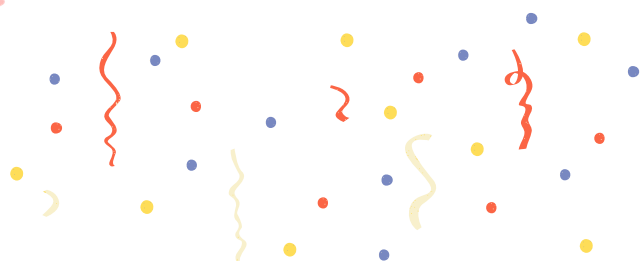
Shop and bank online safely



Understand payment gateways



Let's begin!



1. Why safety and privacy matter online

Just like locking the door to your home, protecting your information online helps keep you safe. When you take steps to manage your privacy, you can enjoy the digital world with confidence.

What can happen if you over-share:

- Scammers might use your name, birthday, or photos to steal your identity
- Strangers could find out where you live or work
- You could become a target for fraud or online bullying

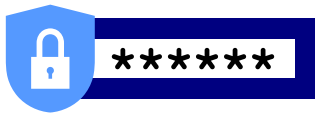
Example of Unsafe behaviour:

- Posting your vacation plans publicly (lets strangers know you are not home)
- Posting your ID card or vaccine certificate online
- Clicking on links from unknown messages

Example of Safe behaviour:

- Only accepting friend requests from people you know
- Adjusting privacy settings so only friends can see your posts
- Not entering your password on websites that look suspicious

How to protect your data:



Use strong, unique passwords for each account



Log out after using apps on shared devices



Don't save passwords on public computers



Only download apps from the official app stores (Google Play or App Store)



Regularly review your privacy settings on social media



Be cautious about granting app permissions (like access to your location or camera)

Think of privacy like closing the curtains in your house. You choose what others can see.



Practice 1

Safe or not?

Objective:

To identify which online behaviors are safe and which are not safe.

Instructions:

Read each statement below. Then, circle either "Safe" or "Not safe" for each one.

I posted a photo of my ID card on Facebook.

☐ Safe ☐ Not safe

I used the same password for all my apps.

☐ Safe ☐ Not safe

I shared my address in private messages.

☐ Safe ☐ Not safe

I clicked a link in a message from an unknown number.

☐ Safe ☐ Not safe

I checked my privacy settings every few months.

☐ Safe ☐ Not safe

Reflection:

How could you identify those statements as safe or not safe?

2. Create strong passwords

Passwords are your keys to your online world. They help protect your identity, your money and your private information. A strong password protects you like a good lock on your door.

Why do we need passwords?

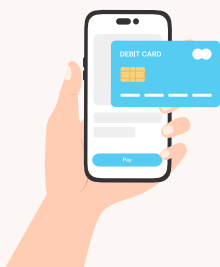
Almost every online platform asks you to set a password. This includes:



Your email account



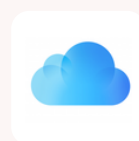
Social media (Facebook, LINE, YouTube)



Banking apps and shopping sites



Streaming services (like YouTube or Spotify)



Cloud storage (like Google Drive or iCloud)

Passwords work like a **personal key or secret handshake** that proves it is really you. Without it, anyone could pretend to be you online.

Many older persons say, “Passwords are too hard!”
But with a simple trick, you can create strong passwords that are both safe and easy to remember.

Types of passwords:



Weak passwords

These are easy to guess, like:

- 123456
- Your birthday (e.g., 01/01/1950)
- Your name or “password”



Strong passwords

These mix uppercase and lowercase letters, numbers and symbols. It could be a short sentence that is easy to remember but hard for others to guess. It can even tell a little story! You may combine personal knowledge with complexity.

Example:

My2ndcat'snameisNana!

ILoveStickyRice!88

IHave3DogsNamedMimi!



Why you should avoid easy passwords:

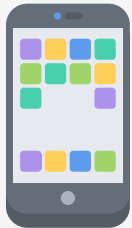
- Birthdays and names are the first things scammers try
- Hackers use software that guesses thousands of common passwords in seconds
- If one account is hacked, they can try the same password on other accounts you own



*Your password is like your house key.
You would not leave it under your welcome mat—
so do not make it easy online either!*

How to create a strong password:

At least 10
characters long



Avoid using the same
password across
different platforms

sfdah23\$!3768!

Use a mix of letters,
numbers and symbols

REMEMBER

Use something only
you can remember

Example:

My2ndcat'snameisNana!



Keep it Safe

- Never share your password, even with friends
- Don't save it in plain text or messages
- Write it down in a notebook kept at home (not your phone)
- Use 2-step login (2FA) if the app offers it. A strong password protects you like a good lock on your door. It helps make sure that only you can access your account, messages and personal information.

Practice 2

Make your own password

Objective:

To create a strong and memorable password sentence.

Instructions:

1. Think of a password sentence that is easy for you to remember but hard for others to guess.
2. Write your password sentence below:

My password sentence: _____

Reflection:

Where do the elements of your password come from?

TIPS

Write your password sentence in your notebook and **do not** share it with anyone.

You do not need to memorize every password. Write it down in a notebook and store it safely at home, never on your phone or shared in messages.

3. Avoid phishing and scams

Cyber scams are tricks used by criminals to steal your personal information or money online. These scams can appear as messages, calls, websites, or even fake apps that look real. The goal is to fool you into trusting them.

Common types of cyber scams



Phishing emails

Fake emails that look like they come from your bank or a company



Fake SMS messages

Messages with links that may steal your data



Scam calls

A stranger pretends to be a government official, bank officer or even your family member, and asks for money urgently



Online shopping scams

Fake shops or “too good to be true” deals



Romance scams

Strangers online pretend to fall in love to ask for money



Real-life examples:

Example 1: An older person received a text message saying their bank account was frozen. The message had a link to “log in.” When they clicked it and entered their details, the scammer used that information to take money from the account.

Example 2: A woman met a man on Facebook who claimed to be an overseas soldier. After weeks of chatting, he asked for money to help him return home. It turned out to be a scam.

Example 3: A message said, “You won USD 10,000! Click this link to claim.” When clicked, it installed a virus on the phone that stole information.

Imagine someone pretending to be your friend but calling from a wrong number. Be careful before trusting them.



Signs of a scam:

- Urgent or threatening messages
- Unknown or strange email address
- Spelling mistakes
- A fake website may look real. For example, rnicrosoft.com (with an “r” and “n” that look like “m”) tries to look like mizrosoft.com
- Suspicious attachments or links



What to do:

- Do not click on strange links
- Delete or report spam
- If you think you were scammed:
 - Change your password
 - Contact your bank
 - Lock your cards
 - Notify trusted people

Practice 3

Spot the scam

Objective:

To recognize messages that might be scams.

Instructions:

Read the two messages below. Decide if each one is real or a scam.

Tick **“Yes”** if you think it is real, or **“No”** if you think it is a scam.

Question:

a: “You won USD 1,000! Click here!”

☐

Yes

☐

No

b: “Bank alert: Your account is locked. Log in now.”

☐

Yes

☐

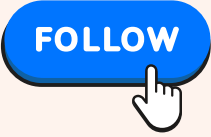
No

What would you do if you received one of these messages?

4. Set your privacy settings

Social media settings help you control who can see your posts, photos and profile. It is like choosing who can visit your home. Most apps allow you to choose who can see your posts, who can contact you, and more.

Good privacy habits



FOLLOW

Review your friend or follower list



FRIENDS

Set your posts to "Friends Only."



Limit who can tag you in photos



Revoke access from unused apps



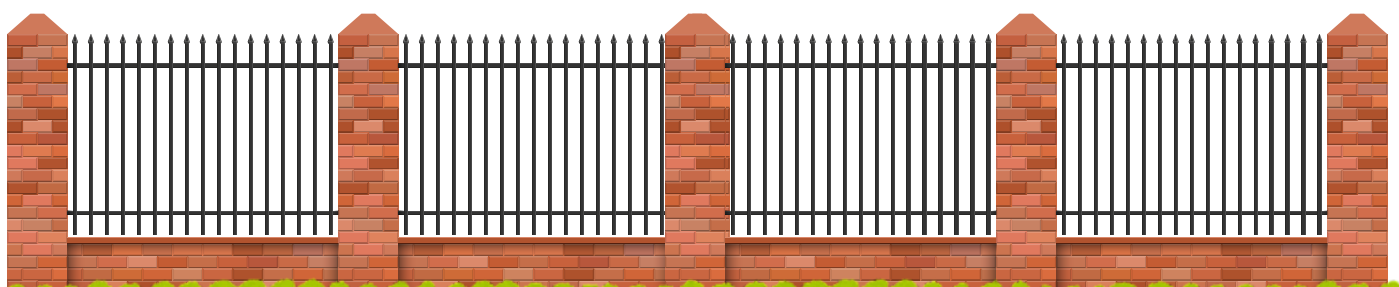
Turn on 2FA (Two-Factor Authentication)



Check app permissions regularly

Think of privacy settings like having a fence around your house. It keeps strangers out but lets friends in.

If you are unsure about adjusting settings, ask a trusted family member, friend, or community digital volunteer to assist.



Practice 4

Adjust your privacy settings

Objective:

To check and adjust your Facebook privacy and security settings.

Instructions:

Open Facebook and go to Settings > Privacy. Answer the questions below by ticking the box for “Yes” or “No”.

Question:

Can anyone see your posts?

☐ Yes ☐ No

Do you have Two-Factor Authentication (2FA) turned on?

☐ Yes ☐ No



5. Safe online shopping and banking

Online shopping is fun and easy, but it must be done wisely.

Examples of online shopping platforms:

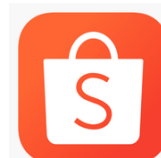
These platforms are well-known and have safety features to protect your orders and payments:



Amazon
(Global, especially for books and electronics)



AliExpress
(Global)



Shopee
(South-East Asia)



Lazada
(South-East Asia)



Flipkart
(India)



Coupang
(Republic of Korea)

TIPS

Use apps that are verified on the App Store or Play Store and read reviews before buying.

Safe Shopping Tips:

- Only buy from trusted sites
- Look for “https://” and  icon
- Do not use public Wi-Fi for payments
- Use PayPal or a separate card
- Log out after finishing
- Never send bank or card details via SMS, chat apps, or email



Practice 5

Is this site safe?

Objective:

To learn how to check if a website is secure for online shopping.

Instructions:

Open your browser and search for a shopping website. Then answer the questions below by ticking the box ☐ for “Yes” or “No”.

Question:

Does the address start with https://?

☐ Yes ☐ No

Is there a padlock icon? 

☐ Yes ☐ No

Do you recognize the brand name?

☐ Yes ☐ No

Does the app/platform have user reviews and customer service options in your language?

☐ Yes ☐ No

Note

If you answer “No” to any, do not buy from that site.

6. Understanding payment gateways

A payment gateway acts as a secure tunnel that safely transfers your money during online purchases or transactions.

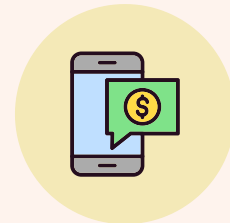
Examples



PayPal



PromptPay



Mobile banking apps



What to look for:

- Trusted provider
- Real website or app
- Transaction alerts set up
- Always log out after use



A **payment gateway** is like a cashier in a secure shop. You only hand over money when the cashier is trustworthy.



Final activity:

"Am I cyber safe?"

Mark the skills you feel confident in:

Skill

Yes

I created a strong password

I can recognize a scam message

I adjusted my privacy settings

I can shop online safely

I know what a payment gateway is

I created a strong password

Assessment:

-  4–5 = You have done a great job—keep it up!
-  2–3 = You are on the right path—review and keep practicing.
-  1 or less = Let's revisit the key lessons together.
Learning takes time.



Great job!

You have taken important steps to protect yourself online. Keep sharing what you learn with others!

Tips & tricks: safety and privacy skills

1. Do not click links from strangers

Why it matters

Links in strange messages or emails may lead to fake websites that steal your information.

How to

Check who sent the message. If it is not someone you trust or recognize, do not click the link. Ask a family member if unsure.

2. Use two-factor authentication (2FA)

Why it matters

Even if someone guesses your password, they still cannot access your account without the second step.

How to

In your app settings, find “Security” or “2FA.” Follow the steps to link it to your phone number or email.

3. Keep your apps and phone updated

Why it matters

Updates often fix security problems that hackers try to use.

How to

Go to Settings > Software Update or App Store > Updates. Tap “Update” if available.

4. Do not post personal information online

Why it matters

Your address, phone number, or ID card can be used by scammers.

How to

Avoid posting photos of official documents. This includes your phone number, address, or ID card. Share only with trusted people using private messages.

5. Talk to family or a friend before acting

Why it matters

Scammers often create urgency (“Click now!” or “Act fast!”) to pressure you.

How to

Building a digital habit of “stop and check” with someone you trust helps prevent problems.

6. Think twice before forwarding messages

Why it matters

Forwarding fake news or scams can harm others and spread fear.

How to

Before sharing, ask: “Is this from a trusted source? Can I find this news on a reliable website?”

Episode 5

Online Services and Secure Transactions Skills

Welcome!

Today, we are exploring how to use the internet for practical purposes: accessing government services, health information, shopping and banking—all from your phone or computer. Learning these skills will help you feel more independent, confident and safe when doing important tasks online.

Learn how to:



Use government and health services online



Shop and pay bills safely on trusted platforms



Use online banking and protect your financial information



Avoid risky behaviours when using digital services

1. Using government and health services online

The internet makes it easy to access essential services without leaving home. You can now apply for government aid, schedule appointments, renew ID cards and view medical results—all online.

Why it matters



Saves time and money (no need to travel or queue)



Get quick updates on health policies, benefits, or emergencies



Stay independent and manage your own tasks

Example:

A woman caring for her grandchildren may use a mobile app to book a health check-up without needing to travel far.



Pros

- Convenient and time-saving: You do not have to visit government offices or hospitals in person, which reduces waiting times and travel costs.
- 24/7 access to services: You can access information or request services at any time, including weekends.
- Reduced paperwork: Many online systems store your data and can help pre-fill forms for future use, eliminating the need to fill them out by hand.
- Greater independence: You can manage your own needs without relying on others, such as applying for subsidies or scheduling appointments.

Cons

- Requires Internet access and digital skills: Not everyone has a reliable Internet connection or feels comfortable using digital tools, which may limit access.
- Protection of personal data: If not careful, your personal information (such as ID number, health data, and financial details) can be misused. Avoid sharing sensitive information on public Wi-Fi or clicking on unknown links.
- Complexity of some websites or apps: Certain websites or apps may be confusing or difficult to navigate, particularly if the text is small or overly technical.



Make sure you are using the official website or app—not a fake one.

Look for the correct logo or ask someone to check.

Practice 1

Discovering government services

Objective:

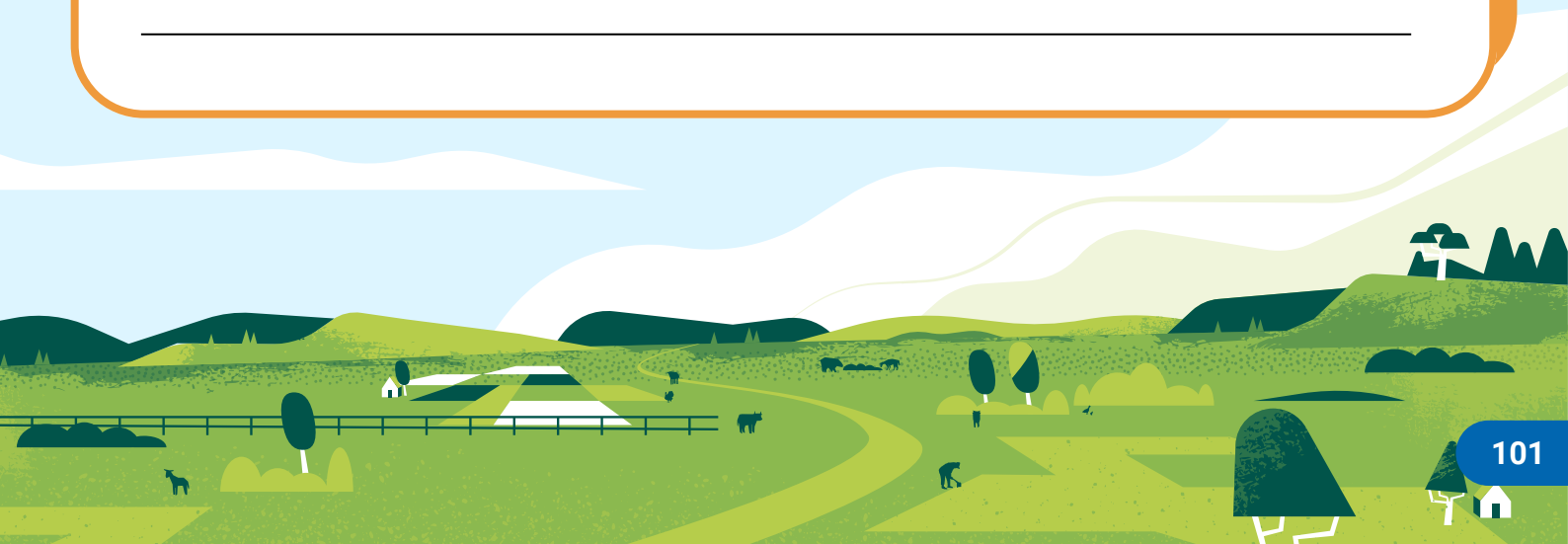
Identify online platforms that provide access to government and health services.

Instructions:

- Search for your local government websites
- Write down one service you find interesting or useful

Reflection:

How do you feel about doing this task online instead of in person? What help would make it easier?



2. Safe online shopping

Online shopping enables you to buy groceries, clothing, or gifts from home, with reliable websites or apps delivering straight to your door.

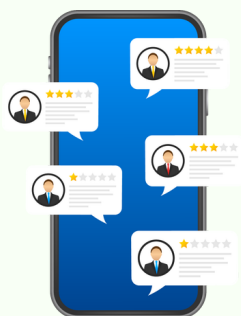
Why it matters



Easier shopping experience: Online shopping makes it more convenient, especially for those living far from stores. Instead of carrying heavy bags or waiting in long lines, they can order what they need from the comfort of their homes.

Example:

a grandmother living alone can order her medicine and groceries using a mobile app and receive them the next day without needing help from anyone. This not only saves time but also reduces physical strain.



Price comparison and reviews: Before buying, you can check prices from different sellers and read comments from other buyers, much like walking through a market to find the best deal.

Example:

if many customers report positive experiences with an item and a seller, you can feel more confident about making the purchase.

Popular safe platforms



China:

Taobao, JD.com, Temu



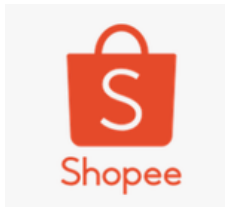
India:

Flipkart, Amazon



Indonesia:

Tokopedia, Bukalapak



Thailand:

Shopee, Lazada



US:

Amazon, Walmart



Global:

AliExpress



Many shopping apps now offer **large buttons and voice features**, which are helpful for older persons or those with vision difficulties

Tips to shop safely



Look for "https://" and the lock symbol



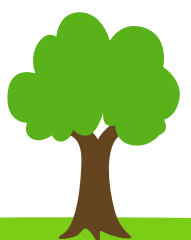
Use platforms with good ratings and return policies



Avoid clicking on links from unknown messages



If a deal seems too good to be true—like 90% off a phone—it might be a scam.



Practice 2

Shop Smart!

Objective:

Identify features of a secure and trusted online shopping site.

Instructions:

1. Open your browser or tap on a shopping app such as Shopee, Lazada, Tokopedia, or Flipkart. These platforms often have both websites and mobile apps, which are easier to use for older persons. For example, Shopee and Lazada have large icons and simple navigation in their apps, making it easier to read and press.
2. If you are using a website, type the name into the search engine. If using an app, tap the icon to open it. Then, look at the top of the screen.

Do you see a lock symbol in the address bar? This means the connection is secure.

☐

Yes

☐

No

3. Try searching for an item like "shoes" or "vitamins." Tap the product to view details, check the star rating and read the customer reviews.

Ask yourself:

Does this shop have a good reputation?

☐

Yes

☐

No

Do people seem happy with their purchase?

☐

Yes

☐

No

TIPS

If it is your first time, browse without buying. Just explore the app or site until you feel more confident.

Reflection:

Did you feel confident choosing the product?

☐

Yes

☐

No

What made you trust or distrust the site?

3. Paying bills and making transactions online

Today, you can pay your electricity bills, water bills, mobile phone charges, or even donate to charity — all from your phone.

Why it matters



You do not need to travel or queue at the bank or any convenience store



Safer than carrying large amounts of cash



More control over your payments

Examples of everyday use:

- Grandma Mali pays her monthly electricity bill using the local bank app.
- During a community event, a family member donates to a local charity through a wallet app.



Platforms commonly used



International:

PayPal, Google Pay, Apple Pay, Wise



WeChat Pay

China:

Alipay, WeChat Pay



India:

PayTM, PhonePe, Google Pay India



Japan:

PayPay, Rakuten Pay



Indonesia:

GoPay, Dana, OVO



Malaysia:

Touch 'n Go eWallet

Platforms commonly used



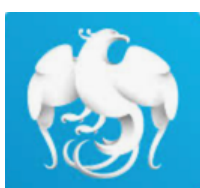
Philippines:
GCash, Maya



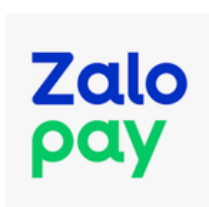
Republic of Korea: KakaoPay,
Naver Pay



Singapore:
DBS PayLah!, OCBC Pay Anyone



Thailand:
PromptPay, TrueMoney, SCB
Easy, KBank, Krungthai NEXT



Viet Nam:
MoMo, ZaloPay

Anyone can manage their home finances directly from their phone, no need to visit banks.

What is a one-time password (OTP)?

A One-Time Password, or OTP, is a temporary secret code that your bank or app sends to you—usually by SMS (text message)—when you make a payment or do something important in the app.

Why it matters



It helps protect your money by checking that you are the real person making the transaction.



If someone tries to steal your password and log in, they still need the OTP that is sent to your phone.

How to use OTP:



1

When making a payment, your app may ask: “Enter the OTP we sent to your phone.”

2

Open your text messages, find the new message from your bank and look for a code like 123456.

3

Type the code into the app to finish the payment.

**Think of it like a door key that works just one time.
Only you can use it, and only for that moment.**

How to use a credit or debit card for online payments

You can use your ATM, debit, or credit card to pay for items online, just like you do in a physical shop. However, ensure to follow important safety steps.

What you will need



Your card number
(16 digits on the front)

The expiration
date (month/year)

The name on
your card

The 3-digit CVV security
number (on the back of
your card)

Step-by-step:

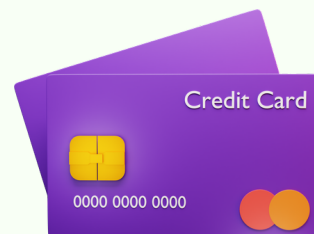
- 1 Choose your item online (for example, groceries or medicine).
- 2 On the payment screen, select: "Pay with Credit/Debit Card."
- 3 Enter your card details carefully.
- 4 You may receive an OTP (One-Time Password) by SMS. Type the code when asked.
- 5 Wait for a message confirming your payment.



Safety Tips



Only enter your card information on trusted websites (look for “https” and the  lock icon).



Never save your card on public computers or shared phones.



If you get a message you did not request (e.g., a surprise OTP), call your bank immediately.

**Practice first by paying a small amount
(like a utility bill or mobile top-up) with someone’s help.
This builds your confidence.**

In some cultures, you may feel shy asking about money. It is okay to ask questions—this is your right and your safety.

Practice 3

Try a safe payment

Objective:

Understand how to check payment details before confirming.

Instructions:

1. Watch a demonstration (or ask your trainer) on how to pay a bill using a mobile banking app.
2. Check the name of the recipient, the amount and the reference.
3. Try entering a sample bill payment (no need to press confirm).

Reflection:

What steps helped you feel sure before making the payment?

How can you keep a safe record?

4. Using online banking safely

Many older persons still prefer visiting the bank in person—interacting with staff members, waiting in line and receiving printed statements. That is perfectly fine!

However, did you know that using your bank's mobile app can often be easier, faster and even safer in many situations?

Online banking is like having your bank right in your pocket. It allows you to check your balance, send money and monitor your expenses conveniently.

Benefits of installing the bank app instead of visiting in person

- **Save time and energy:** No need to leave your home, sit in traffic, or wait in long lines. With the app, you can pay bills or check your balance while enjoying your morning tea.
- **Avoid long queues and busy branches:** Banks can get crowded, especially during holidays or at the end of the month. The app is available 24/7, even on weekends and holidays.
- **Greater privacy and control:** Some people feel uncomfortable asking staff for help with personal financial matters. The app allows you to manage your finances quietly and privately.
- **Real-time alerts:** Receive instant notifications every time your money is deposited or withdrawn. You don't have to wait for a printed receipt to know what's happening with your account.
- **Safer than carrying cash or cards:** You won't need to carry cash or a physical card. With biometric login (using your face or fingerprint to log in), only you can access the app.

How to use online banking well



Use strong passwords and do not use your birthday as a password



Set up fingerprint or face ID login



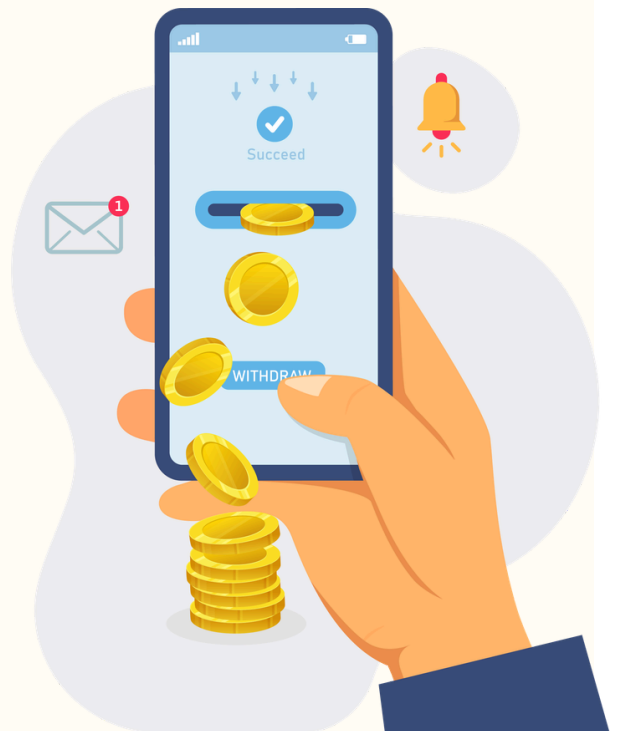
Turn on notifications for every transaction



Avoid using shared phones for banking

Real-life example:

- Auntie Suda gets an SMS alert every time money enters or leaves her account. She feels confident checking her money every morning without asking her son.
- Uncle Arif used to visit his bank once a week to check her balance. Now, his granddaughter helped him install the bank's app. Every morning, he opens it to check if his pension has arrived. It takes 2 minutes, and he feels proud doing it himself.



Getting started

To install your bank's app



1

Open your phone's Play Store (Android) or App Store (iOS).

2

Type in the official name of your bank.

3

Look for the correct logo and developer name. Ask someone to help verify if needed.

4

Download and follow the setup steps—your bank may ask for your ID number or send an OTP.

5

Set up fingerprint or face ID for easy and secure login.

Reminder



If you ever feel unsure, ask a friend or family member to help guide you the first time. Then, try it on your own.

Practice 4

Know your bank app

Objective:

Identify security features in your mobile banking app.

Instructions:

1. Open your banking app.
2. Look for features like fingerprint login, notifications, and OTP use.
3. Practice finding the “balance check” and “transaction history.”

Reflection:

What made you feel secure?

What would you still like to learn about your banking app?

5. Avoiding risky behaviour

The Internet is useful, but we must use it carefully. Some websites and messages are traps created by scammers to steal your money or personal information.

Examples of risky behaviour:

1

Clicking on links from strangers on messaging apps

2

Entering your ID number on an unknown website

3

Paying before checking the seller's trustworthiness

How to stay safe



Ask someone before clicking if you are unsure



Use trusted platforms only



Avoid using public Wi-Fi for money-related tasks



Always keep your personal information private, even from friends, and avoid sharing it in messages or on social media.

What if you get hacked?

Despite our best efforts, some malicious individuals online can still trick us and gain access to our accounts or devices. This situation is known as being hacked.

Example situations that might mean you have been hacked

- You see money missing from your bank account without your knowledge.
- Your friends say they received strange messages from your WhatsApp or Facebook.
- You cannot log into an app, and your usual password does not work.
- Your phone starts acting strange—new apps appear, or it runs very slow.

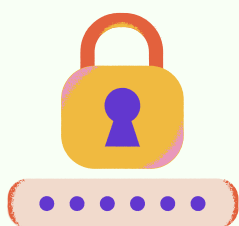


What to do if you suspect hacking

**Keep
Calm**

Stay calm and act quickly:

Do not panic. Hacking can happen to anyone, even experts. The sooner you act, the better.



Change your password immediately:

Try to log into the affected account (such as Gmail, Facebook, or your bank). If you are able to access it, go to the settings and change your password right away.

What to do if you suspect hacking



Tell someone you trust:

Inform a family member, close friend, or trainer. They can help you figure out what to do next.



Call the official hotline:

- If it is a bank app, call your bank immediately to freeze your account or check for any unauthorized transactions.
- If it is your phone, visit a mobile shop or contact your mobile service provider.



Update or remove suspicious apps:

Ask someone you trust to help you check for unknown apps or suspicious permissions (such as apps that use your camera or microphone without your consent).



Enable Two-Step Verification (2FA):

This is like adding a second layer of security. Even if someone knows your password, they won't be able to access your account without a special code sent to your phone.



- Write down all important emergency numbers (like your bank, phone company) and keep them near your phone.
- Tell your close circle that you have been hacked, so they won't believe strange messages from your account.
- Try a “Digital Safety Check” with your family once a month—just like locking your doors at night.

Practice 4

Risk or Safe?

Objective:

Distinguish between safe and risky online actions.

Instructions:

1. Tick Safe or Risky for each:

Sharing your bank password via Facebook inbox

☐ Safe ☐ Risky

Checking your transaction history every week

☐ Safe ☐ Risky

Scanning a QR code from a random flyer

☐ Safe ☐ Risky

Reflection:

What new habits can you develop to protect yourself?

How can you teach someone else to spot these risks?

What would you do if you saw a friend sharing private information online?

Tips & tricks

1. Double-check the website URL

Why it matters

Fake websites can look real.

How to

Look for “https” and a lock icon (🔒). Ask someone to confirm if unsure.

2. Turn on alerts

Why it matters

You will know immediately if someone uses your account.

How to

Go to app settings and enable SMS or app notifications.

3. Use official apps only

Why it matters

Fake apps can steal your info.

How to

Download only from Google Play or Apple App Store.

4. Keep records

Why it matters

You can double-check if something goes wrong.

How to

Write down important transactions in a notebook you keep at home. If you use screenshots, ask someone to help you organize them on your phone.

5. Practice with a friend

Why it matters

You will feel more confident and learn faster.

How to

Try doing one new thing together each week.

6. Use Apple Pay or Google Pay for quick, secure payments

Why it matters

It is quick, secure and eliminates the need to carry cash or take out your wallet! This is especially beneficial for older persons who wish to avoid entering card numbers every time.

- You don't need to type your PIN
- It is safer than cash or physical cards
- It works almost instantly
- Great for people with limited mobility or vision (no tiny keypads!)
- Before using, confirm that the shop or website accepts mobile payments

6. Use Apple Pay or Google Pay for quick, secure payments

How to

- If you use an iPhone, open the Wallet app and add your credit/debit card (your bank can help set this up).
- If you use an Android phone, open the Google Wallet or Google Pay app and add your card.
- Next time you shop online or in-store, just hold your phone near the payment machine and use Face ID or Fingerprint to confirm.

You have now learned how to make your daily life easier and safer through online tools. Keep practicing at your own pace, and share what you have learned with others in your family or community.

Every step you take is a step toward digital confidence.



Explore more at the ESCAP Demographic Changes website

www.population-trends-asiapacific.org

- Data on demographic trends
- Repository of policies, action plans and good practices
- Reports, tools and resources for policymakers and stakeholders





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