

## Guide 1:

# Keeping your technology safe and secure

Every digital device comes with safety features. These features protect your private information and make sure that no one uses your device without your permission.

This Guide provides tips on using the security features on your phones, tablets or computer.

Remember! You know your situation best. Only take the safety and security steps you feel will keep you safe.

### Passwords and passcodes

Create strong passwords and passcodes that are hard to guess. Using a phrase that only you know is a great way to make strong passwords, for example, 'C@tsareb3tterthand0gs!'. Choose a mix of between 6 and 8 letters (including capital letters), numbers and symbols. Do not use family names, birthdates, pet names, personal hobbies or favourite things that could be easily guessed by those who know you.

Do not use the same password for all your devices and accounts. If someone was to discover this one password, they would then have access to everything.

Never share your passwords and passcodes and make sure you change them frequently.

### Viruses, malware and other bugs

Viruses, malware and spyware are programs that automatically install themselves on your device to steal your information or track where you are.



You can install anti-virus software to scan for viruses, malware and spyware and remove them from your device.

Help avoid getting viruses by keeping all your apps and programs up-to-date. A good habit is to click 'update' as soon as you receive the notification.

Do not click on suspicious links or attachments in emails, even if they look like they have been sent to you by a friend or a well-known company like a bank. Clicking on links is how viruses and malware infect your computer.

### Bluetooth and Wi-Fi

Turn off Bluetooth and Wi-Fi when you are not using them. These connectivity tools can allow other people to access your device without you knowing.

### Location services

Turn off GPS and location services when you are not using them. Although it is convenient to use location services when you are using apps like Google Maps, location services can also reveal where you are to the person abusing you.

### **Apps**

Remove or delete the apps on your phone that you no longer use or that you don't remember installing. Many apps ask for a lot of personal information when you sign up. Think carefully about the information you are sharing. To protect your privacy, only provide the minimum amount of personal information required to use an app.

### **Email**

Create a new email account that does not use your name or any other word that identifies you. Use this email account for things you want to keep private, including safety planning.

### **Log in/log out...every time**

Log out of your email accounts, computers and devices every time you are finished using them. That way, no one else can easily access your accounts or private information.

### **Keep an eye on your devices**

Never leave phones and tablets unattended and always use the passcode to keep them locked.

### **Use the safety features on your phone, tablet or computer**

Switch on the safety features on your device. Make sure you check them again after each operating system and app update.

### **Get help**

Remember! Abuse through technology is not OK and not your fault. Help is available. If you are feeling unsafe, contact police and emergency services by calling Triple Zero (000) immediately.

### **If you do not speak English**

Call Triple Zero (000) from a landline phone and ask for '**Police**', '**Fire**' or '**Ambulance**'. Stay on the line and you will be connected to an interpreter.

If this is not an emergency, call or visit your local police station.

For further help, contact **1800RESPECT** from a safe phone or device as soon as possible:

**1800 737 732**

[1800respect.org.au](https://1800respect.org.au)

**1800RESPECT** offers 24-hour, free and confidential safety planning, counselling and support for all types of abuse, including family abuse and sexual abuse. They can also connect you to other services in your area. Go to [1800respect.org.au/languages/](https://1800respect.org.au/languages/) for more information, advice and videos in other languages.