

WE ALL PLAY A PART ... TO STAY CYBER SMART

With children and adults spending so much time online, the Ohio Attorney General's Office offers these tips:

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For parents — when it comes to your children being online, think SMART:

Stop unnecessary sharing: Don't allow your child to give out personal information — such as name, address, phone number, photos or school name — to strangers.

Monitor your child's online activity: This is key, especially when it comes to social media where your child could be sharing personal information with others.

Assess privacy: Understand what information is being collected about your child by reading privacy policies.

Research apps: Know what your child is downloading and all of the features of that app. Consider controlling the password required to download apps so that you can control what your child accesses.

Teach: Emphasize to your children the importance of not downloading unknown files, not signing up for free products, not believing everything on the internet and not meeting up with strangers.

For adults:

- When shopping online, look for “https” — the “s” means secure.
- Never disclose personal information — passwords and credit card numbers included — when using a public WiFi connection.
- Keep your software up to date and have appropriate anti-malware installed.
- Never respond to unexpected requests for your personal information. Scammers may pretend to be your bank, credit card company or a government agency.
- Do not click on links, open attachments or download anything from a suspicious message, even if it appears to be from a friend or trusted source.

Tens of thousands of consumers turn to the **Ohio Attorney General's Office** each year for **FREE** help in resolving consumer issues, learning how to avoid scams and deceptive practices, and finding dependable information on a wide range of other topics. **The Consumer Protection Section** offers:

Informal Dispute Resolution

Trained consumer complaint specialists work with consumers and businesses to resolve ongoing disputes for many types of consumer transactions.

Common complaints involve debt collection, used cars and home improvements.

Presentations

Qualified consumer educators conduct presentations to educate groups or organizations on consumer-related topics such as senior scams, ID theft, cybersecurity and more. Currently, all presentations are offered virtually and in-person.

Identity Theft Response

Consumer advocates work to rectify the effects of identity theft.

Robocall Enforcement Unit

Ohioans can report illegal robocalls, which allows the unit to share that data to help trace some of the calls.

Publications

The Consumer Protection Section offers a number of publications, online and in-print, to educate on various consumer-related topics.



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OHIO ATTORNEY GENERAL

For more information about these and other important consumer protection issues, visit www.OhioProtects.org or call 800-282-0515.

