# Staying Safe Online

Created for Juniper House Outreach

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Note: This guide is meant to be used as an assistive resource; it's hardly comprehensive to all the devices, platforms, browsers, and websites existing in the world today. Furthermore, the information provided here might not match the specific device you are using, as software systems can change with updates and across devices. If you are unable to find the answers you're looking for within this guide, there are many websites online that can help walk you through the process you need with step-by-step instructions.

**Most Common Computer Operating Systems:**

- Apple iOS
- Microsoft Windows

**Most Common Tablet Operating Systems:**

- Apple iOS (iPad)
- Android (Most tablets besides the iPad and Pixel Slate)

**Most Common Phone Operating Systems:**

- Apple iOS (iPhone)
- Android (Most phones besides the iPhone and Pixel)

**Most Common Messaging Systems:**

- Facebook (Website)
- Facebook Messenger App
- SMS on Android Phones
- SMS on Apple iPhones
- Whatsapp
- Note: Most social media platforms also have messaging functions built in, including Reddit, Instagram, Snapchat, etc.

## Commonly Asked Questions:

**1. How can I use the Internet on my computer without leaving any tracks behind?**
- For Google Chrome, see p 7.
- For Google Chrome on Android devices, see p. 7.
- For Google Chrome on Apple Devices, see p. 8.
- For Mozilla Firefox on all devices, see pp. 8-9.
- For Safari on Apple Devices, see p. 9.

**2. How can I delete my browsing history and cookies/cache files that websites save?**
- For a Glossary of Terms (of what you might want to delete), see pp. 10-11.
- For Google Chrome on Windows or Android devices, see pp. 11-12.
- For Google Chrome on Apple Devices, see p. 12-13.

**3. How can I delete my search history?**
- For Google Chrome, see p. 13
- For Mozilla Firefox, see p. 14.
- For Apple Safari, see p. 15.

**3. How can I use good password safety, but also keep my passwords away from people I don't trust?**
- See information about Lastpass and BitWarden on p.16.

**4. How do I delete Facebook chats on my computer?**
- See pp. 17-18.

**5. How do I delete chats from my Messenger app (Facebook) on my phone or tablet?**
- See pp. 18-19.

**6. How do I delete SMS messages (from local provider, i.e. Rogers) on an Android phone?**
- See pp. 19.

**7. How do I delete SMS messages (from local provider, i.e. Rogers) on an iPhone?**
- See p. 20.

**8. How do I delete messages from Whatsapp?**
- See pp. 20-21.

**9. How do I delete or turn off my location history and location sharing?**
- For Android devices, see pp. 22-23.
- For Apple devices, see p. 23.

**11. How do I disable the autofill that shows previous information I've used on my device?**
- For Google Chrome, see p. 24.
- For Mozilla Firefox, see p. 24
- For Apple Safari, see p. 25.

**12. Is it possible to safely use social media, such as Instagram, Facebook, and Snapchat during a time of crisis? (No.)**
- See p. 26.

**13. How can I keep my device safe by securely locking it?**
- For Android devices, see p. 27.
- For Apple devices, see pp. 27-28.
- For computers with Microsoft Windows, see p. 28.
- For computers with Apple iOS, see p. 28.

**14. Can using Bluetooth tell people where I'm located? (Yes.) How do I keep that from happening?**
- For Apple Devices, see p. 29.
- For Android Devices, see p. 29.
- For computers with Microsoft Windows, see p. 30.
- For computers with Apple iOS, see p. 30.

**15. Are there apps that can spy on me and show another person what I do on my device? (Yes.) What are they?**
- For a list of spying apps, and more information about them, see pp. 31-32.

**16. Someone put a spy app on my device. How can I get rid of it? (Do a factory reset.)**
- Factory reset instructions for Android, see p. 33.
- Factory reset instructions for Apple, see p. 33-34.

**Getting Started**

There are a few common phone/tablet/computer operating systems (OS).
Computer: Windows, Mac (iOS), Chrome OS (Google Computers)

Google phones/tablets/computers use Chrome OS.
Apple devices (iPhones, iPads) use iOS.
Most other phones/tablets use Android OS.

The three most common web browsers used on these operating systems are Google's Chrome, Mozilla's Firefox, and Apple's Safari.
<mark>Hint</mark>: If clients use another browser, such as Internet Explorer, Microsoft Edge, etc., simply do a Google search of "Browser name" + "function you're looking for" + instructions to find easy to follow instructions for what you want to do.

*Ex: Internet explorer private browsing instructions*
*Ex: Microsoft Edge delete browsing history instructions*
*Ex: Brave delete cache files instructions*

There are a few things clients can do to stay safe online:
- Use private browsing options.
- Know how to delete their history.
- Use an encrypted password manager, such as Bitwarden or Lastpass.
- Always log out of **any** app or website after use.
- Review privacy settings regularly.
- Have multiple email addresses, with at least one secret email only known to trusted contacts, and one secret email for financial services. **Use only web-based emails**, such as Gmail or Hotmail.
- Use an end-to-end encrypted messaging app, such as Signal or WhatsApp. Know how to delete the messages in any social media platform they use.
- Turn off the location function in any app or on any device.
- Disable any Autofill functions to keep their computer from recognizing the answers to fillable fields (such as name, address, and phone number).
- Consider not using social media accounts, or setting up secret ones with only their trusted contacts having access to their profiles. ALWAYS turn off location sharing.
- Lock all of your devices with a password, fingerprint scan, or iris scan.
- Keep Bluetooth off at all times.
- Know which apps are used to monitor phone/tablet/computer activity.

**Hallmarks**

| | | | | | | |
|---|---|---|---|---|---|---|
| Google Chrome | Firefox | Safari | Microsoft Edge | Internet Explorer | Android | Apple |

| | | | | | |
|---|---|---|---|---|---|
| Messenger | Whatsap | SMS Android | SMS iPhone | Microsoft Start Button | Apple Command Button |
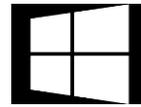
**Settings Icons**

**Menu Icons**

**Bluetooth Icons**

**Location Icon**

**Incognito Mode**

**History Icons**

Google        Firefox

**Delete Icons**

**Autofill Icon**

**Lock Icon**

**Private Browsing**

All browsers should support private browsing. Private browsing allows users to browse online without leaving a trail behind.

About private browsing, from
https://www.howtogeek.com/269265/how-to-enable-private-browsing-on-any-web-browser/:

"Private browsing is useful for covering your tracks (or rather, preventing any tracks from being made in the first place), among other things. It isn't infallible, however, and while it will prevent information from being stored on your computer, it won't prevent your employer, Internet service provider, websites you visit, or the NSA for that matter, from collecting any information you transmit beyond your computer.

Every browser has their own name for private browsing, and while accessing it is accomplished in practically the same way, there can be subtle differences from product to product."

## GOOGLE CHROME

When using a Google phone/tablet/computer, or using a Chrome browser on any other device, browse privately using "Incognito Mode."

This webpage gives step by step instructions of how to use it:
https://support.google.com/chrome/answer/95464?co=GENIE.Platform%3DDesktop&hl=en

*How to use incognito mode on a Microsoft computer:*
1. In your computer, open Chrome.
2. At the top right, click More ⋮ , then click "New Incognito Window."
3. A new window appears. In the top corner, check for the Incognito icon 🥸.

**OR**

Use CTRL-Shift-N:
1. In your computer, open Chrome.
2. When the browser appears, press "CTRL." Continue holding "CTRL" down as you press "Shift." Continue holding down "CTRL" and "Shift" as you press "N."

*How to use incognito mode on an Android phone or tablet:*
1. On your Android phone or tablet, open the Chrome app 🌐.
2. To the right of the address bar, tap More ⋮ , then click "New Incognito tab."
3. A new window appears. In the top left, check for the Incognito icon 🥸.

***How to use incognito mode on an Apple computer:***

1. Press ⌘ + Shift + n.

***How to use incognito mode on an Apple phone or tablet:***

1. On your iPhone or iPad, open the Chrome app 🌐.
2. Tap More ⋯, then click "New Incognito Tab 🕶." A new Incognito tab opens.
3. To check if you're in Incognito mode, tap Switch tabs. Swipe right to see if you have any open Incognito tabs. At the top, look for the Incognito icon 🕶.

Hint: Make sure that you close **ALL** Incognito Mode windows when you're finished. This is done by clicking the "X" in either the top right or top left corner.

## FIREFOX

More information about using private browsing through Firefox here:
https://support.mozilla.org/en-US/kb/private-browsing-use-firefox-without-history

***To use Private Browsing:***

1. Click the menu button ≡ and then click "New Private Window."
2. The private browsing homepage will open in a new window.
Hint: Private browsing windows have a purple mask at the top.

***To open a link in a Private Window:***

1. Right click on the link.
2. In the right-click menu, choose "Open Link in New Private Window."

***To set Firefox to ALWAYS use Private Browsing:***

1. Click the menu button ≡ and select "Options."
2. Select the "Privacy & Security" panel.
3. Go to the "History" section.
4. Choose "Use custom settings for history" from the drop-down menu.
5. Select the "Always use private browsing mode" setting.

**OR**

5. Select the "Never remember history" setting (this is equivalent to always using private browsing.)
6. Restart Firefox.

Hint: When Firefox is set to always use private browsing mode or to never remember history, you **won't** see a purple mask at the top of each window.

Hint: Make sure that you close **ALL** private browsing windows when you're finished. This is done by clicking the "X" in either the top right or top left corner.

## SAFARI

### *To open a private browsing window:*

1. Open the Safari app .
2. Choose "File."
3. Select "New Private Window."
4. Check that it's a private window by looking at the "Smart Search" field (like the search bar).
Hint: In private browsing mode, the Smart Search field should be dark, with white text.

### *To always search in private browsing:*

1. In the Safari app , choose "Safari > Preferences."
2. Click "General."
3. Click the "Safari opens with" pop-up menu.
4. Choose "A new private window."
Hint: If you don't see this option, use the following tips:

1. Choose Apple Menu  > "System Preferences."
2. Click "General."
3. Make sure "Close windows when quitting an app" is selected.
Hint: Make sure to close **ALL** private browsing windows when you're finished. This is done by clicking the "X" in either the top right or top left corner.

**Deleting Browsing History, Cache Files, Cookies, Etc.**

There are plenty of easy-to-follow instructions online that can help you help a client delete their tracks. Where it gets complicated, especially with Google Chrome, is if clients have their devices synced with each other.
What that means is that the browsing history on their computer will also show up in the browsing history on their phone or tablet, and vice versa. Many people find it easier to sync their devices because it's timesaving and has helpful functions like "autofill" that automatically fill in personal information, such as an address or phone number.

If a client uses Chrome and has their devices synced, deleting browsing history will be more complicated. Using private browsing to search for information will avoid these complications. Alternatively, signing out of their Google accounts will ensure that the information they search for won't be synced to their other devices, making deleting the history much easier.

From Google:
https://support.google.com/chrome/answer/95589?co=GENIE.Platform%3DDesktop&hl=en

"Your History page shows the webpages you've visited on Chrome in the last 90 days. It doesn't store Chrome pages you've visited like chrome://settings, pages you've visited in Incognito mode, or pages you've already deleted from your browsing history.

If you're signed in to Chrome and syncing your devices, then your History page shows webpages you've visited across all your synced devices for much longer. If you're signed out of Chrome, your History page won't show webpages across your other devices."

**Glossary**

Chrome:
Browsing History: The list of sites you've visited that are shown in the History menu.
Download History: The list of files you've downloaded.
Cookies: Cookies store information about websites you've visited, such as your login status and site preferences. They can also be used to track you across sites, which is helpful for data miners to sell ads. Most websites won't give you the option to browse unless you enable cookies.
Cache: The cache stores temporary files that your browser has downloaded. Your browser downloads these files in order to make web pages that you frequently visit load faster.
Passwords: Records of saved passwords will be deleted.
Autofill form data: Autofill form data, such as addresses or credit card numbers, will be deleted.
Content Settings: These include things like, how zoomed in the website is, and certain permissions, like pop-up blockers.
Hosted app data: A website can sometimes store files on your computer so that you can continue to use it when you are offline.

Firefox:

Browsing History: The list of sites you've visited that are shown in the History menu.

Download History: The list of files you've downloaded.

Cookies: Cookies store information about websites you've visited, such as your login status and site preferences. They can also be used to track you across sites, which is helpful for data miners to sell ads. Most websites won't give you the option to browse unless you enable cookies.

Cache: The cache stores temporary files that your browser has downloaded. Your browser downloads these files in order to make web pages that you frequently visit load faster.

Active Logins: If you have logged into a website that uses http authentication since you most recently opened the browser, this site is considered "active." Clearing this logs you out of those sites.

Offline Website Data: A website can sometimes store files on your computer so that you can continue to use it when you are offline.

Site Preferences: These include things like, how zoomed in the website is, and certain permissions, like pop-up blockers.

Search history: History of searches in your browser home page

Safari:

Browsing History: The list of sites you've visited that are shown in the History menu, the back and forward list for open webpages, top Sites that aren't marked as permanent, frequently visited site list

Search history: History of searches in your browser home page

Icons: Symbols for webpages, snapshots saved for open webpages

Download History: The list of files you've downloaded.

Site Preferences: These include things like, how zoomed in the website is, and certain permissions, like pop-up blockers.

## GOOGLE CHROME

### *How to delete your COMPLETE browsing history on a Microsoft computer:*

1. On your computer, open Chrome.

2. At the top right, click ⁝ .

3. Click "History," then click "History" again from the pop-up menu.

4. On the left, click "Clear browsing data." A box will appear.

5. From the drop-down menu, select how much history you want to delete. To clear everything, select "All time."

6. Check the boxes for the information you want Chrome to clear, including "browsing history."

Hint: This website will show you what data you can delete:

https://support.google.com/chrome/answer/2392709#types

7. Click "Clear Data."

### *How to delete SPECIFIC ITEMS in your browsing history on a Microsoft computer:*

1. On your computer, open Chrome.

2. At the top right, click ⋮ .

3. Click "History," then click "History" again from the pop-up menu.

4. Check the box next to each item in your history that you want to delete.

5. At the top right, click "Delete."

6. Confirm by clicking "Remove."

### How to delete your COMPLETE history on an Android device:

1. On your Android device, open the Chrome app .

2. At the top right, tap ⋮ .

OR: If your address bar is at the bottom, swipe up on the address bar. Tap "History ."

3. Click on "History."

4. Tap "Clear browsing history."

5. Next to "Time range," select how much history you want to delete. To clear everything, tap "All Time."

6. Check "Browsing history." Uncheck any other data you don't want to delete.

Hint: This website will show you what data you can delete:
https://support.google.com/chrome/answer/2392709#types

7. Tap "Clear Data."

### How to delete your SPECIFIC ITEMS from your history on an Android device:

1. On your Android device, open the Chrome app .

2. At the top right, tap ⋮ .

OR: If your address bar is at the bottom, swipe up on the address bar. Tap "History ."

3. Click on "History."

4. Find the entry you want to delete.

5. To the right, tap "Remove 🗑 ."

6. To delete multiple entries, touch and hold an entry.

7. Select other entries you want to delete. Then, at the top right, tap "Remove 🗑 ."

### How to delete your COMPLETE browsing history on an Apple device:

1. On your Apple device, open the Chrome app .

2. At the bottom right, tap ••• , then "History ."

3. At the bottom, tap "Clear Browsing data."

4. Check "Browsing History." (It may be checked by default.)

5. Uncheck any other items you don't want to delete.

Hint: This website will show you what data you can delete:
https://support.google.com/chrome/answer/2392709#types

6. Tap "Clear Browsing data," then "clear browsing data" again.
7. At the top right, tap "Done."

*How to delete SPECIFIC ITEMS from your browsing history on an Apple device:*

1. On your Apple device, open the Chrome app .
2. At the bottom right, tap ••• , then "History  ."
3. At the bottom, tap "Edit."
4. Check the entries you want to delete.
5. Tap "Delete."
6. At the top right, tap "Done."

Google, unlike Firefox and Safari, does not include "Search Engine History" in it's Delete History Options. That means you'll likely want to walk through a client through this extra step. This is especially important if the client has been signed in to their Google Account and hasn't been using Incognito Mode.
This website can give you more detail: https://www.lifewire.com/how-to-clear-google-search-history-4175947

*How to delete Search Engine History:*

## CHROME

1. Visit myaccount.google.com and sign into your Google account.
<mark>Hint</mark>: Same password as main email for the account. Each different email means a different Google account.
2. Select "Data & Personalization" on the left.
3. Scroll down to "Activity & Timeline."
4. Select "My Activity."
5. To clear all of your Google search history, select ⋮ at the top right.
6. Select "Delete activity by."
7. Select the drop-down arrow beneath "Delete by date: today" and change it to "all time."
8. Select "Delete."
9. Alternatively, to clear specific items, select ⋮ at the top right.
10. Select "My Activity."
11. Search for the item(s) you want to delete.
12. Select ⋮ in the top right corner of the item.
13. Select "Delete" to clear it.

## FIREFOX

Please refer to this website for more in-depth details: https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox

### How to clear your history on Firefox:

1. Click the Library button " "
2. Click "History."
3. Click "Clear Recent History…"
4. Select how much history you want to clear by clicking on the drop-down menu next to "Time Range to Clear." It will give you several options: "the last hour," "the last two hours," "the last four hours," "the current day," or "everything."
5. Use the check boxes to select which information you want to clear from your history.
Hint: See the glossary above to find out what your information you can delete:
6. Click the "Clear Now" button.

### How to make Firefox clear your history automatically:

1. Click the ☰ button.
2. Select "options."
3. Select the "Privacy & Security" panel.
4. Go to the "History" section.
5. In the drop-down menu next to "Firefox will," choose "Use custom settings for history."
6. Check the box for "Clear history when Firefox closes."
7. To specify what types of history should be cleared, click the "Settings" button next to "Clear history when Firefox closes."
8. Check the items you want to have cleared every time you close Firefox.
9. After selecting the history to be cleared, click "OK," to close the settings window.
10. Close the about:preferences page.
Hint: Any changes you've made will save automatically.

### How to remove a single website from your history on Firefox:

1. Click the  on your toolbar. If you don't see it, click the ☰ and then select "Library."
2. Click "History."
3. Click the "Show all history" bar at the bottom.
4. Search for the website you want to remove from your history by typing its name in the "Search History" field in the top-right corner, and then pressing "Enter."
5. Then, in the search results, right-click on the site you want to remove.
6. Select "Forget about this site."

7. Close the library window.

## Safari

For more detailed information, please see these two websites:
https://support.apple.com/en-ca/HT201265
https://support.apple.com/en-ca/guide/safari/sfri47acf5d6/mac

*How to delete your history on an Apple computer:*

1. Launch Safari .
2. Click the "History" tab in the top menu.
3. Select "Clear History and Website Data…"
4. Choose the time range that you wish to clear.
5. Click "Clear History."

*How to delete your history on an Apple phone or tablet:*

1. Go to Settings.
2. Search for and open "Safari."
3. Tap "Clear history and website data."

**Password Managers**

Password managers exist to help us manage our locked accounts safely. They create encrypted passwords for each site you need a password for. You can even sync up all your devices so that they are all working together with the same passwords. When using a password manager, the only password you need to remember is the one to your password manager.

The two most recommended password managers: Bitwarden and Lastpass.
There are some pretty big differences between these two, even though they do essentially the same thing.

Bitwarden is open-source software, which means that its code was built by a community. Anyone can use it. It's better protected because anyone can see its code and help keep it safe from attack.

Lastpass is proprietary software, which means that only people who work for Lastpass can see its code. Since the code isn't visible to the public, if the software gets hacked, only a few people will know how to fix it, and it might take a little longer. That said, Lastpass is the best of the proprietary password managers, and people should have few problems using it.

If you want to suggest to a client to use a password manager, this is a great website for Bitwarden beginners:
https://passwordbits.com/bitwarden-howto/

and this one for Lastpass beginners:
https://lifehacker.com/the-beginners-guide-to-setting-up-lastpass-1785424440

**Messaging Apps**

Whatsapp is one of the best encrypted messaging apps. It has end-to-end encryption, which means if both people are using it, then the messages between those people are encrypted.

Since all social media platforms include a messaging function, however, it's common for people to communicate with one another across platforms.

Included here are instructions for how to delete messages in Facebook, SMS, and Whatsapp only, as these are the most common. See the notes further along in the document about using social media.

## Facebook (COMPUTER)

### *How to permanently delete Facebook chat history:*

1. Open Facebook.

2. Click (messenger icon) at the top right.

3. Look for the message thread you want to delete.

4. Tap that thread. It will open in a box at the bottom of the screen.

5. At the top of the box, look for (gear icon). Tap on it.

6. A pop-up menu will appear. Select "Delete conversation."

7. Click "Delete Conversation" again to confirm.

Hint: This will remove the entire conversation you've ever had with a person. You won't be able to retrieve any of these messages.

Hint: You can also choose to hide the conversation, but the next time you chat with this person, the messages will appear again.

**OR**

1. Open Facebook.

2. Look for the " Messenger" menu at the left-hand side of the site. It should be under "Newsfeed."

3. Click " Messenger." Your messenger page will open.

4. Search for the message thread you want to delete.

5. Click ••• at the side of the thread you're deleting.

6. Click "Delete."

7. Click "Delete" again to confirm.

Hint: This will remove the entire conversation you've ever had with a person. You won't be able to retrieve any of these messages.

Hint: You can also choose to hide the conversation, but the next time you chat with this person, the messages will appear again.

### *How to delete a specific message from your Facebook chat history:*

1. Open Facebook.

2. Click 📩 (messenger icon) at the top right.
3. Look for the message thread you want to delete.
4. Tap that thread. It will open in a box at the bottom of the screen.
5. Hover the mouse over the message you want to delete.

6. ⋯ will appear at the side.

7. Click ⋯. Two options will appear (reply and remove).
8. Click "Remove."
9. Tap "Remove" for you to confirm.
Hint: You can only "remove for everyone" within ten minutes of sending the message. After that, you will only be able to "remove for you."
Hint: A message saying "a message has been removed" will appear in the message thread. This cannot be removed.

**OR**

1. Open Facebook.

2. Look for the "📩Messenger" menu at the left-hand side of the site. It should be under "Newsfeed."

3. Click "📩Messenger." Your messenger page will open.
4. Search for the message thread you want to delete. Click on it.

5. In the message dialogue that opens, look for ⋯ next to the message you want to delete.
6. Click "Remove."
7. Click "Remove" again to confirm.
Hint: You can only "remove for everyone" within ten minutes of sending the message. After that, you will only be able to "remove for you."
Hint: A message saying "a message has been removed" will appear in the message thread. This cannot be removed.

## Facebook Messenger (APP)

### *How to permanently delete Facebook chat history:*

1. Open the Messenger app 📩.
2. Search for the thread you want to delete.  Tap and hold until you see the red delete sign.

3. Tap on the 🗑.

4. Tap "Confirm" to delete chat.

### *How to delete a specific message from your Facebook chat history:*

1. Open the Messenger app .
2. Search for the thread you want to delete.  Tap on it to open the thread
3. Tap and hold on the message you want to delete. Options will appear.

4. Hit .
5. Tap "Remove" to confirm.

Hint: You can only "remove for everyone" within ten minutes of sending the message. After that, you will only be able to "remove for you."

Hint: A message saying "a message has been removed" will appear in the message thread. This cannot be removed.

## SMS Messages (Android)

Note: These instructions follow the process used by Koodo. Depending on the service provided, the instructions may differ.

### *How to permanently delete an SMS message thread :*

1. Open your text message app. (this is just an example of an icon)
2. Search for the message thread you want to delete.
3. Tap and hold until options appear.

4. Tap .
5. Click "Delete" to confirm.

Hint: This will remove the entire conversation you've ever had with a person. You won't be able to retrieve any of these messages.

### *How to delete a specific SMS message:*

1. Open your text message app.
2. Open the message thread you want to delete a message in.
3. Tap and hold on the message you want to delete. A menu will appear.
4. Look for "delete" or "remove." Tap on it.

5. Tap or "delete."

## SMS Messages (iPhone)

### *How to permanently delete an SMS message thread or phone call:*

1. Tap .
2. Search for the message thread you want to delete.

3. Slide the message thread you want to delete to the left of the screen.

4. A red "delete" square will appear as you slide the thread to the left.

5. Tap "delete."

<mark>Hint</mark>: A confirm message will not appear here. Be sure you're deleting the right thread.

### *How to delete a specific SMS message:*

1. Tap 🔲 .

2. Search for the correct thread.

3. Open the thread. Locate the message you want to delete.

4. Tap and hold the message you want to delete until a menu appears.

5. Tap "More."

6. You can select as many messages as you want to delete by tapping the circles next to the messages.

7. Tap the 🗑 .

8. Tap "Delete messages" to confirm.

## Whatsapp

One thing to note about Whatsapp, is that if you do use it, it will ask you if you want to auto-back up your messages. This would be fine for you, but perhaps not a client. Whenever this prompt appears, they can just choose "Never" back-up messages. That way, the messages won't save to a cloud/phone storage/etc. Also, photos automatically save to a phone when sent through Whatsapp, unless you turn this option off in Settings. Instructions for how to do this can be found below.

### *How to permanently delete a chat thread or phone call:*

1. Open Whatsapp 🟢 .

2. Search for the thread you want to delete. Tap and hold until options appear.

3. Tap 🗑 .

4. Tap "delete" to confirm.

### *How to delete a specific message in a chat:*

1. Open Whatsapp 🟢 .

2. Search for the correct chat thread and open it.

3. Locate the message you want to delete.

4. Tap and hold the message. Once the message has been selected, you can also tap and hold other messages to delete at the same time (using the same tap and hold process).

5. Tap 🗑 .

6. Tap "Delete for everyone" or "Delete for me" whichever you prefer.

<mark>Hint</mark>: You can only "delete for everyone" within an hour of sending the message. After that, you will only be able to "delete for me."

<mark>Hint</mark>: A message saying "a message has been removed" will appear in the message thread. This cannot be removed.

### *How to turn off auto-download for videos and photos:*

1. Open Whatsapp .
2. Tap ⋮ at the top right.
3. Tap "Settings."
4. Tap "Data and storage usage."
5. Tap "when using mobile data."
6. Uncheck all the boxes.
7. Tap OK.
8. Tap "when connected on wifi."
9. Uncheck all the boxes.
10. Tap OK.
11. Tap "when roaming."
12. Uncheck all the boxes.
13. Tap OK.

<mark>Hint</mark>: This will allow you to send photos, videos, etc., and for the client to see them. Unchecking all these boxes will stop the media from downloading and saving on the phone.

**Location History**

Most apps automatically turn on location sharing.

Clients should always make sure their location sharing is off so that if they're using apps, their apps don't show where they are or have been.

Fortunately, you can turn off location sharing for most apps in a phone's settings. However, this will make using some apps, like Google Maps or any weather apps, impossible. It's handy to know how to access this setting then, in order to turn it off and on.

## Android Phones:

1. Open Settings ⚙️.

2. Look for the Location icon 📍 .
<mark>Hint</mark>: It could have its own option, or it could be found under "Security" or "Security & Location" or "Privacy." It WILL be there somewhere though.
3. Once you find it, there should be a toggle switch to turn location on or off.
4. Hit the toggle to turn it off.
5. Look for the "Location Services."
<mark>Hint</mark>: This may be found just by scrolling down or by tapping "Advanced."
6. There should be four location services:
a. Emergency Location Services
This allows Google to send your location to emergency services when you call 911, for example.
b. Google Location Accuracy
This uses wifi and other services to pinpoint your location.
c. Google Location History
This will take you to a page where you can pause your device's collection of your location history.
d. Google Location Sharing
If you're sharing your location with friends or family, you can manage it here.
7. Tap Emergency Location Services. You will see a toggle to turn it off or on. Decide what you want on your own discretion after reading (a) above.
8. Tap Google Location Accuracy. Flip the toggle switch to off.
9. Tap Google Location History. Choose the account you want to manage. Hit the toggle button to pause.
10. Tap Google Location Sharing. If you're not currently sharing your location with someone, such as on Whatsapp or Messenger, this should say as much.
11. Tap "Improve Accuracy."
12. Use the toggle buttons to turn "Wi-fi Scanning" and "Bluetooth Scanning off."
13. Return to "Settings."
14. Locate "Apps" and tap on it.
15. Locate "Facebook." Tap on it.

16. Locate "Permissions." Tap on it.
17. Locate "Location." Tap on it.
18. Choose "Deny" then tap "Deny anyway."
19. Return to "Apps."
20. Locate "Messenger." Repeat steps 16 to 18.
21. Return to "Apps" and locate Twitter, Instagram, etc. (if you use them)
22. Repeat steps 16 to 18.
23. Close settings.

## iPhones/iPads

1. Open Settings⚙.
2. Locate the "Privacy" option.
3. In "Privacy," tap on "Location Services."
4. Turn off location sharing with the toggle button.
5. If you want to keep location on for certain apps, you can toggle location sharing on, and then scroll through the apps to give specific ones permission to share location or not.
Hint: If you're really trying not to share location turn it off completely, even though it will render some apps (Maps, etc.) useless.

**Disabling Autofill**

Autofill is something that browsers use to remember certain information for you, such as addresses, phone numbers, and credit cards. When these fields appear on a website, autofill will automatically show your information when you go to fill it in. If you don't want this to appear, you have to turn it off.

## Google Chrome

1. Open Chrome .
2. Click on ⋮ at the top right.
3. Click on "settings."
4. Click on the " Autofill" Section.
5. Expand the section that you want to disable autofill for (passwords, payments, addresses and more).
6. Click the toggle button to turn off autofill.
Hint: Your settings will save automatically.
7. Close settings.
8. Click on ⋮ again.
9. Click on "History," then click "History" again.
10. Select "Clear browsing data."
11. At the top, choose "the beginning of time" option to clear all saved data.
12. Make sure that the "Clear saved autofill form data" option is checked.
13. Click "Clear browsing data."

## Firefox

1. Open Firefox.
2. Click ☰ .
3. Click on "Options."
4. Choose "Privacy and Security."
5. In the "forms and autofill" section, uncheck "Autofill Addresses."
Hint: Your settings will save automatically.
6. Return to "Privacy and Security."
7. In the "History" section, click on the "clear history" button.
8. In the "Time Range to Clear" dropdown menu, choose "Everything."
9. Make sure "Form & Search History" is checked.
10. Click "Clear now."

## Safari

1. Open Safari  .
2. At the top left, click "Safari."
3. Click "Preferences."
4. Choose "Autofill."
5. Uncheck "Using info from my contact cards/address book card" and "other forms."
6. Click "Done."
7. Back in "Autofill," click "Edit" next to "User names and Passwords."
8. Click "remove all" or find any information stored for "iClasspro.com" and remove it specifically.
9. Click Done.

**<u>Social Media</u>**

In times of crisis or fear, social media should not be used at all. Why? Every social media company (Facebook, Twitter, Instagram, SnapChat, Tiktok, Reddit, etc.) has difficult to read terms & conditions that basically just state you have no privacy rights. They like it that way, so they do it on purpose. This will likely never change.

I've shared above how to turn off location sharing, but clients should know that anything they post on social media is likely there forever, and easy to find by anyone. The instructions for privacy settings are complex for all of these companies, and require much reading to set up and understand, even for digital natives.

If clients insist on using social media, they should
- know these consequences. Their data **will be** stored and saved, and it is tremendously difficult or impossible to delete.
- protect their accounts with a password manager.
- keep their accounts secret by sharing it only with people they trust.
- post as little as possible, from updates to photos, unless they are absolutely certain that their privacy settings will protect them and their location sharing is turned off, keeping in mind how difficult it is to know the ins-and-outs of each app's settings.
- do so at their own risk.

Social Media Privacy Settings:
Each of these websites can be reached by googling: ["name" privacy] or ["name" privacy settings]. These websites are a good stepping stone into an individual website's privacy settings.

Instagram: https://help.instagram.com/196883487377501
Facebook: https://www.facebook.com/help/325807937506242
Twitter: https://help.twitter.com/en/safety-and-security/how-to-make-twitter-private-and-public
SnapChat: https://support.snapchat.com/en-GB/a/privacy-settings2
Tiktok: https://support.tiktok.com/article-categories/privacy-safety
Reddit: https://www.wikihow.com/Increase-Reddit-Privacy
LinkedIn: https://www.linkedin.com/help/linkedin/answer/92055/understanding-your-privacy-settings?lang=en
Pinterest: https://help.pinterest.com/en/article/edit-account-privacy
Quora: https://www.quora.com/How-can-I-edit-my-Quora-Privacy-Settings
Soundcloud: https://help.soundcloud.com/hc/en-us/articles/115003568828-Account-privacy
Spotify: https://support.spotify.com/us/article/data-rights-and-privacy-settings/plain/
Kijiji: https://help.kijiji.ca/helpdesk/basics/what-information-can-be-seen-when-i-post

**Locking Your Devices**

## Android

1. Go to Settings ⚙.

2. Look for 🔒. It could be under "Security," "Lock Screen," or something similar. Tap it.
3. Tap "Screen Lock Type."
4. Choose which type of lock you want.
a. Swipe – no security – **DO NOT** choose this one.
b. Pattern – create a pattern on a 9-dot grid. OK security
c. PIN – a 4-digit number, DO NOT use the same number as your ATM card; OK Security
d. Password – a password of your choosing; high security
e. Face Lock – A biometrics lock; it will scan your face to unlock your phone (if available)
f. Fingerprint lock – A biometrics lock; it will read your fingerprint to open your phone. (if available)
5. Follow the prompts to ensure your lock is saved. Don't forget your pattern/pin/password.
6. Go back to Step 2.
7. Tap "Secure Lock Settings."
8. Unlock it to enter.
9. Change your settings to increase your privacy. For ex:
a. Toggle the switch for "make pattern visible" to off.
b. Turn on lock automatically to "immediately."
c. Turn on "lock instantly with power key."
d. Turn on Auto factory reset, if desired.
e. Turn off "Lock network and security."

## Apple Phones/Tablets

1. Go to Settings ⚙.
2. Tap "General."
3. Tap "Passcode," "Touch ID & Passcode," or "Face ID & Passcode."
Hint: The differences here depend on the age of the device.
4. Tap "Turn passcode on."
5. Tap the home key to return to your screen.
6. Tap options to decide what kind of code you want.
a. 4-digit numeric code
b. Custom numeric code
c. Custom password
d. 6-digit numeric code (or Face ID/Touch ID if available)
7. Enter your code/password.
8. Enter it again to confirm it.
9. Return to Step 3.

10. Tap "require passcode."
11. Turn on "require passcode" if not turned on already.
12. Return to Step 3.
13. Tap "Allow access when locked." Turn this function off.
14. Return to Step 3.
15. Tap "Erase Data" and turn on or off at your discretion.

## Windows Computers (for Windows 10)

For other windows options, google search: "windows-type set up password instructions"

1. Press  on the keyboard, or click on the bottom left of the screen with your mouse.
2. Type "Settings." Click on "Settings" to open.
3. Click on "Accounts.
3. Click on "Sign-in options."
4. Choose an option to lock your account.
a. Face (if available)
b. Fingerprint (if available)
c. Pin
d. Security Key (a physical security key – like a usb drive; very technical)
e. Password – best option
f. Picture password (choose your favorite picture to log in; too easy)
5. Use a security question.
Hint: Make up your own, and DO NOT choose obvious answers.
6. Require Sign-In: Choose "when computer wakes up from sleep."
7. Turn off the privacy options:
a. Show account details.
b. Use my sign-in info to automatically finish setting up my device.
8. Return to "Home."
9. Click on "Personalization."
10. Click on "Lock Screen."
11. Scroll down to "Screen Timeout Options."
12. Change all options to "1 minute."

## Apple Computers

1. Click  at the top left of the screen.
2. Select "System Preferences."
3. Click "Security & Privacy."
4. Check the box "Require Password."
5. Input your desired password.
6. Select "Immediately" for "after screensaver or sleep begins."

**Bluetooth**

Bluetooth is a type of wireless technology that allows you to sync devices so that they can work together, like a phone connecting with a Bluetooth speaker. Once the two are synced, you don't need to plug your phone in to the speaker with a cord. You can control all the settings of the speaker with your phone, such as turning the volume up and down.

If your devices have Bluetooth turned on, it will be visible to any device it's previously been synced with. That means if a client has synced a device to something of their partner's, and hasn't turned their Bluetooth off, the partner could see whether the client is in the area by scanning for visible devices. Therefore, it's important to know how to turn this off.

## Apple iOS

1. Go to Settings .

2. Scroll down. Find the " Bluetooth" option. Tap it to open.
3. Hit the toggle button to turn off Bluetooth.

4. Return to settings. The " Bluetooth" option should say "off" next to it.

## Android

1. Go to your phone's home screen.
2. Starting at the top, swipe your finger down the screen.

3. At the top of the panel that appears, locate the .
4. Tap it to turn it off.
Hint: Its appearance will change to show that it's been turned off. For instance, it could change to the colour gray.

OR

1. Go to Settings .
2. Look for the option "Connections" or "Connected Devices," or something similar to that.
Hint: It will be the same place you turn your Wifi on.
3. Hit the toggle button next to "Bluetooth" to turn if off.
4. It should say "Off" under Bluetooth after this, and the toggle will not be lit up anymore.

**Windows Computer**

1. Click  on the screen, or press the  on your keyboard.
2. Type "Settings."
3. Click "Devices."
4. Click "Bluetooth and Other Devices" if it doesn't open automatically to that screen.
5. Hit the toggle button to turn Bluetooth off.
6. The toggle button should no longer be lit up.

**Apple Computer**

1. Click  .
2. Go to "System Preferences."
3. Click "Bluetooth."
4. Select "Show Bluetooth in menu bar."

5. Click the  button in the menu bar.
6. Choose "Turn Bluetooth off."

**Tracking Apps**

Apps that can be used to track people can easily be downloaded on a person's phone, and there are quite a few of them. This is a list of only 25 apps (and their logos) that can do this. Clients should regularly review their apps to see if any of these are running on their devices.

If they do find one of these apps on their phone, their absolute best bet is to do a complete factory reset, which returns their phone to its original state upon purchase. Doing this will delete any apps installed on their phone since they first used their phone. It's not ideal, but it's the surest way to delete a tracking/spying app.

| | | | |
|---|---|---|---|
| **Spyera** | **TheOneSpy** | **FlexiSpy** | **mSpy** |

| | | |
|---|---|---|
| **Highster Mobile** | **Spybubble** | **Hoverwatch** |

| | | | |
|---|---|---|---|
| **XNSPY** | **Spyzie** | **MobiStealth** | **iSpyoo** |

| | | |
|---|---|---|
| **Webwatcher** | **MobileSpyAgent** | **AppMia** |

**Spyic**



**Cocospy**



**Guestspy**



**DDI Utilities**



**Spyhuman**



**iKeyMonitor**



**SpyFone**



**Cerberus**



**Google Family Link**



**Find My Device, by Google**



**Prey Anti Theft**

This site has some more info about how to know if a spying app is on your phone and what to do about it:
https://www.komando.com/tech-tips/cellphone-spying-is-someone-seeing-your-photos-texts-calls-and-more/239593/

***To make it more difficult for a spying app on an ANDROID phone:***

1. Go to Settings ⚙.
2. Go to the "Security" option.
3. Uncheck the "Unknown Services" option.

***To make it more difficult for a spying app on an Apple phone:***

1. Change your AppleID password and keep the new password a closely guarded secret.

**Factory Resets**

These instructions will help you tell a client how to do a factory reset (as explained in the spy app section above.

## Some Android Devices
https://www.androidpit.com/how-to-factory-reset-android

1. Go to Settings.
2. Tap on "Backup & Reset."
3. Tap "Factory Data Reset and Reset Phone."
4. Enter your passcode.
5. Tap "Erase everything."
6. Select the option to "Reboot your Phone."
7. Reboot your phone.

**Other Android Devices (Google Pixel)**

1. Go to Settings.
2. Find and tap on "System."
3. Tap "Erase all Data."
4. Tap "Reset Phone."
5. Select "Delete All Data."

**Other Android Devices (Samsung)**

1. Go to Settings.
2. Find and tap on "General Management."
3. Tap "Reset."
4. Tap "Factory Reset."
5. Scroll to the bottom and tap "Reset."

## Apple Devices
https://www.alphr.com/smartphones/1000289/reset-iphone-ipad

1. Go to Settings.
2. Tap "General."
3. Tap "Reset."
4. Tap "Erase All Content and Settings."
5. A pop-up will appear.
6. Click "Erase."
7. Enter the device's passcode and Apple ID.

8. The device will restart.

You can also do this remotely, which could be handy if you think someone else has access to your device.

1. Go to [www.iCloud.com/#find](www.iCloud.com/#find).
2. Enter your Apple ID.
3. Click "Find My Phone."
4. Click on the option "All Devices."
5. Choose the device you want to erase.
6. Click "Erase."