We use a ton of websites, and many request that we log in to use the service. For best practice, use an email address and password for that specific site or application. An excellent example of this pertains to different digital movie platforms. Google, Vudu, Ultraviolet (now defunct), Amazon, Disney, Apple, and Movies Anywhere are major players in a market that is still in flux.

Of course, if you redeem movies through Google, use your Google account login information. Amazon and Apple are similar, but Vudu and Movies Anywhere allow you to log in with Facebook or Google accounts. I have ended up writing the "redeeming service" on the paper inside the disk holders (yes, I still buy the DVD or Bluray disks. It's the only way to actually OWN the movie without fear of it being yanked from your online collection at any time - see the "1984" Amazon controversy in 2009!) People may like this (keeps things simpler on our end, it's true) but once ANY web site is compromised, suddenly, personal social media is compromised as well. It turns into a HUGE pain. I recommend you DO NOT USE FACEBOOK OR GOOGLE LOGIN INFORMATION because suddenly, you're losing information from multiple sites.

USE A TOTALLY SEPARATE LOGIN FOR BANKING PURPOSES. DO NOT USE BANKING OR CREDIT CARD APPS ON YOUR MOBILE PHONE OR DEVICE. Apps keep your information stored in them for ease of access. This also allows for ease of hacking/stealing. One patron had her checking account wiped out twice in one year. She was doing everything to make herself an easy target: Remaining logged into her bank account on her home computer, using a banking app, and using unsecured wifi (at libraries and restaurants, for example). She may as well have a "kick me" sign on her device. I immediately recommended that she delete the apps, log out of her banking website at home on her computer, and NEVER use unsecured wifi for banking (this would be solved by her deleting the apps on her mobile). If you find someone must use their mobile, best practice would be to use only the **data they pay for (no free wifi)** and use the actual BANK WEBSITE to do the work needed. Most bank websites are **mobile friendly** (the so-called "mobilegeddon" happened back in 2015 - Google started to rank websites on how friendly they actually were on smaller screens, not just desktops – see Webstix reference).

The reason for this came back in 2014, when the number of mobile devices SURPASSED THE NUMBER OF HUMANS ON EARTH, according to the Global System Mobile Association and the United States Census Bureau - 7.22 billion devices versus 7.19 billion people. (Independent, 2014).

As of 2019, there are over 9 billion mobile connections. See a running total at https://www.gsmaintelligence.com/.

To get back to banking on a mobile device: it involves logging in, working, and logging out of the site, just like on a regular computer.

WHERE DO THEY BUY, WHERE DO THEY COMMENT - WEBSITES CONTINUED
This one can be trickier to deal with, as to both children and parents. Usually both buying and commenting requires a login of some sort, with a username and password. They might use a Facebook or Google account to make managing things easier. This is why having a credential book in a safe spot is really important. But what can you do if you don't have this?

First, keep any known devices powered on and logged in. This will keep content intact (like books purchased from Amazon and on the Kindle reader) and allow access to the device if needed to reset passwords or get text messages for verification codes. I was talking a lot about mobile devices, but this includes laptops and desktops, too. I have spoken to many people who want to downsize and are getting more savvy about using computers - using their television sets as both TVs and computer monitors. A small computer tower with an HDMI cable can easily fit in a traditional console and be

controlled from across the room with a wireless keyboard and mouse. The DSG is going to have to be on the lookout for these types of "old" ways of doing things - not everything is mobile!

Also, for the DSG, I would generally recommend getting a device similar to whatever "runs in your family" (Android, Apple, Windows). Sometimes people bring in advertisements for computers and mobiles that are "specially made" with the older generation in mind. The reason I don't like these is due to the fact that the operating system is different from the one YOU'RE used to using, and if you are called on for tech support, unless you're there in person, it will be next to impossible over the phone. As an alternative, set up a remote desktop connection with computers (Google allows you to do this, as does Windows and Apple - since each is different and has its own setup instructions, I'd advise you to find them online).

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