

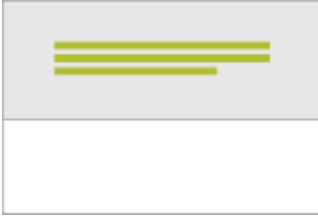
## #1) WELCOME

Thanks for participating in our feedback survey! We greatly appreciate your participation and we thank you in advance for your time. This activity should take **10 minutes** to complete.

Your response will **help us organize the content on our consumer education website**. Find out how on the next page...

## #2) INSTRUCTIONS

Here's how it works:



You will be asked to find a certain item and will be presented with a list of links.



Click through the list until you arrive at one that you think helps you complete the task.



If you take a wrong turn, you can go back by clicking one of the links above.

*Please don't use the back button on your browser.  
This is not a test of your ability. There are no right or wrong answers.*

That's it, let's get started!

### #3) Tasks

1. Your friend has started using an online dating app. She never stops talking about one guy she's connected with. In their last chat session, he asked her to send him \$500 to pay for a plane ticket so he could come and visit, which you think is suspicious. Where do you look to find out more?
2. You're sick of getting so much spam email. Where do you look to see how you can reduce the spam you get?
3. A Microsoft computer tech calls you and says they've found a virus on your computer. They ask you for remote access so they can remove the virus and fix your computer. You took their number and told them you would call them back. Where do you look to find advice about what to do?
4. Your cable company just installed wireless Internet at your home and recommended that you set up a password. You want to set up a password and see if there is anything else you can do to secure your wireless network. Where do you look?
5. You've heard about fake emails that look like they're from a trusted source — like your bank or a government agency — but they're actually from scammers trying to trick you into reveal your personal information. Where do you look to learn more?
6. You finally got your Dad to get a smart phone. But he's worried about apps collecting data about him. Where do you look for information to send him?
7. You want to stop getting so much mail and so many phone calls. Where do you look to find out what you can do?
8. You overhear someone say you can put your cell phone on the Do Not Call list. Where do you look to find out more about this?
9. You get a letter from a store where you shop. The letter said your credit card number may have been exposed in a data breach. You think there are some steps you should take to protect yourself. Where do you look?
10. Your kids are begging you to let them join a social network. You think you should talk to them about going online and what that means. Where do you look for help?
11. Sometimes you let your kids play games on your smartphone. But you are worried the apps might be collecting personal information about your kids. Where do you look to find out more?

#### #4) ALMOST FINISHED

How old are you?

- Under 18
- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 64
- 65 or older

What is your gender?

- Male
- Female

## #5) THANKS

All done! Thanks again for your participation. Your feedback is incredibly useful in helping us determine how our content should be organized, so we can make our website easier to use.

You may close this window now or navigate to another web page.