



**CYBERSAFETY**  
EMPOWERING A CYBER-SAFE SOCIETY



**MTU**  
Ollscoil Teicneolaíochta na Mumhan  
Munster Technological University



# Cyber Safety for Older Adults

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Cyber Skills MTU

Nimbus Research Centre MTU

National Cyber Security Centre



**NATIONAL  
CHALLENGE  
FUND**

*From Ingenuity  
to Research  
and Solutions*



**Rialtas na hÉireann**  
Government of Ireland



**Taighde Éireann**  
Research Ireland



**Maoinithe ag an  
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Quiz time

**Which of these passwords is the strongest?**

- 1. tT&%JqV6**
- 2. I make tea at 9:30am**
- 3. Umbrella96!!**



Quiz time

**Which of these should you not do?**

- 1. Write your passwords down**
- 2. Keep the same password for over a year**
- 3. Reuse the same password for all accounts**





## BRENDAN

Age: 72

Gender: Male

Background: Retired teacher

### SKILLS

Digital Literacy



Adaptability



## RAHUL

Age: 32

Gender: Male

Background: Dentist

### SKILLS

Digital Literacy



Adaptability



## MARY

Age: 40

Gender: Female

Background: Teacher

### SKILLS

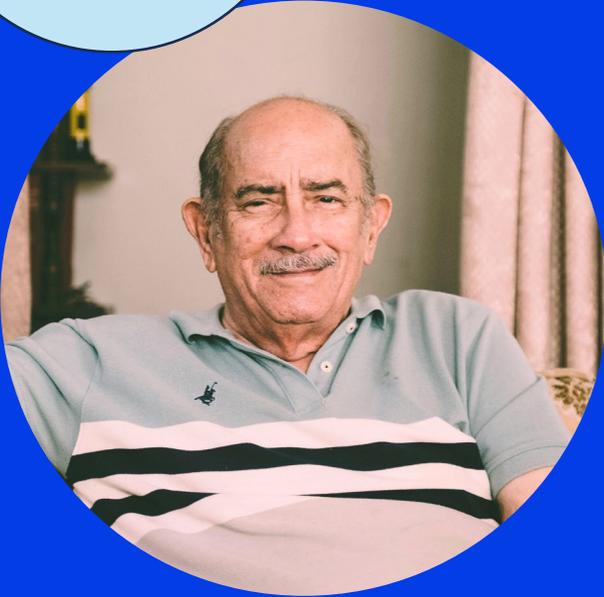
Digital Literacy



Adaptability



Creating  
Our  
Futures  
Report



**BRENDAN**  
Older Adults

*I just want to  
feel safe*

*You'd be in tears  
over how they  
scam people*

*How do you know  
if you are safe or  
not?*

**€1  
Billion  
Lost**

**6 times  
more**

Risen by  
**90%**

**Second  
highest  
in EU**

No-one to  
turn to

Supporters  
also don't  
have the

No  
in formation

Clueless  
Difficult Unsure  
Frightened  
**Fear**  
Daunting  
Nervous

Frustrating  
Scared  
Cautious  
Dubious  
Dubious  
Insecure  
Apprehensive  
Complacent  
Anxious  
Stressed  
Private  
Worried  
**Embarrassed**

Avoid  
technology

Can't complete  
daily tasks

Isolation

# Stakeholder Engagement



## 116 interviews

- Anxious
- No-one to ask
- Embarrassed



## 58 dot voting

- 1-1 support
- Something to hold
- Courses
- Social learning



## 74 in focus groups

- How to avoid scams
- Staying private online
- Password management
- Online banking
- What to do if you're hacked



## 38 Digital Educators

- Don't know cyber safety
- Need resources
- Struggle to promote courses



## Resources Testing

- Think aloud: 15
- Diary study: 15
- Participatory design

# Feedback and Reactions

**100%**  
Increased  
confidence

Satisfaction  
score of  
**97%**

"It's highly relevant content and pitched at the right level for us to share the concepts without having to simplify them, definitely suitable for the Age Action audience that I work with"  
- *Digital Educator*

**92%**  
Enjoyed  
card game

"It was interesting and created more of an awareness of cyber-attacks."

**89%**  
Shared the  
resources

"I found the booklet informative. Definitely a positive experience to have and look up things."



# Cyber Safety Support Structure



Library Cyber Safety Champions



Over-the-Phone Cybercrime Support



Digital Educators



Online Banking Support



Family Support



Healthy Age Friendly Homes



Online Support

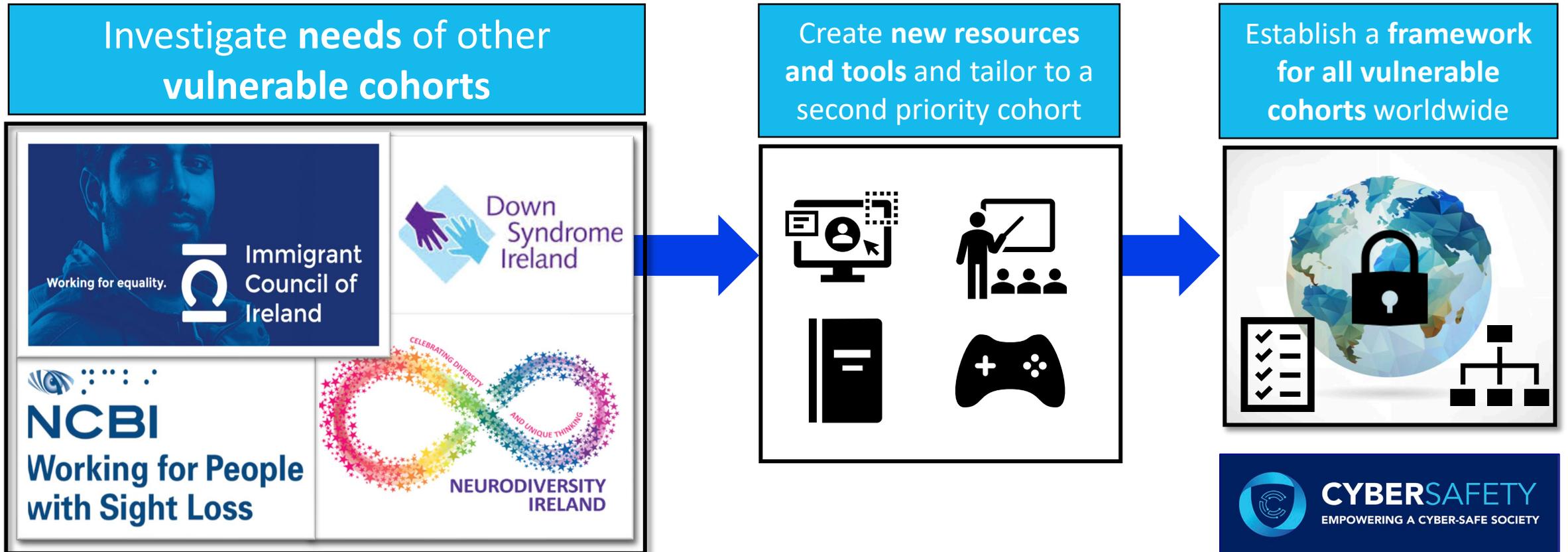


Physical Resources

# How can these changes impact Brendan, Rahul, and Mary?



# Framework for Vulnerable Cohorts



**Enhancing personalized cybersecurity guidance for older adults in Ireland** Sheil, A., Camilleri, J., Cronin, M., Gruben, M., O Keeffe, Das, S. & Murray, H. (2024). ACM CSCW

**“It's like not being able to read and write”: Narrowing the digital divide for older adults and leveraging the role of digital educators in Ireland.** Gruben, M., Sheil, A., Das, S., O Keeffe, M., Camilleri, C., Cronin, M., & Murray, H. (2025). ACM TEI



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*Not just closing gaps – opening doors to independence, opportunity, and equity.*

*Any questions?*

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