



**CYBERSAFETY**  
EMPOWERING A CYBER-SAFE SOCIETY



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



# Cyber Safety for Older Adults

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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  
Aontas Eorpach**  
Funded by the  
European Union  
NextGenerationEU

# 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

Avoid  
technology

Can't complete  
daily tasks

Isolation

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

# 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



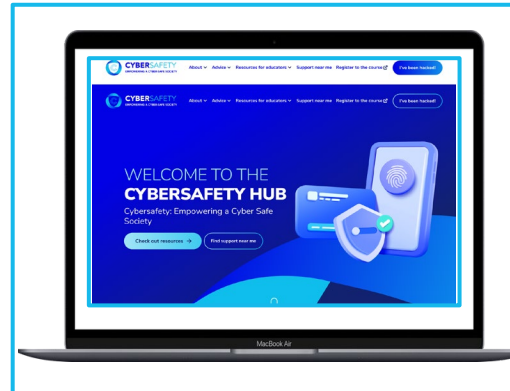
Online Banking  
Support



Family Support



Healthy Age Friendly  
Homes



Online Support



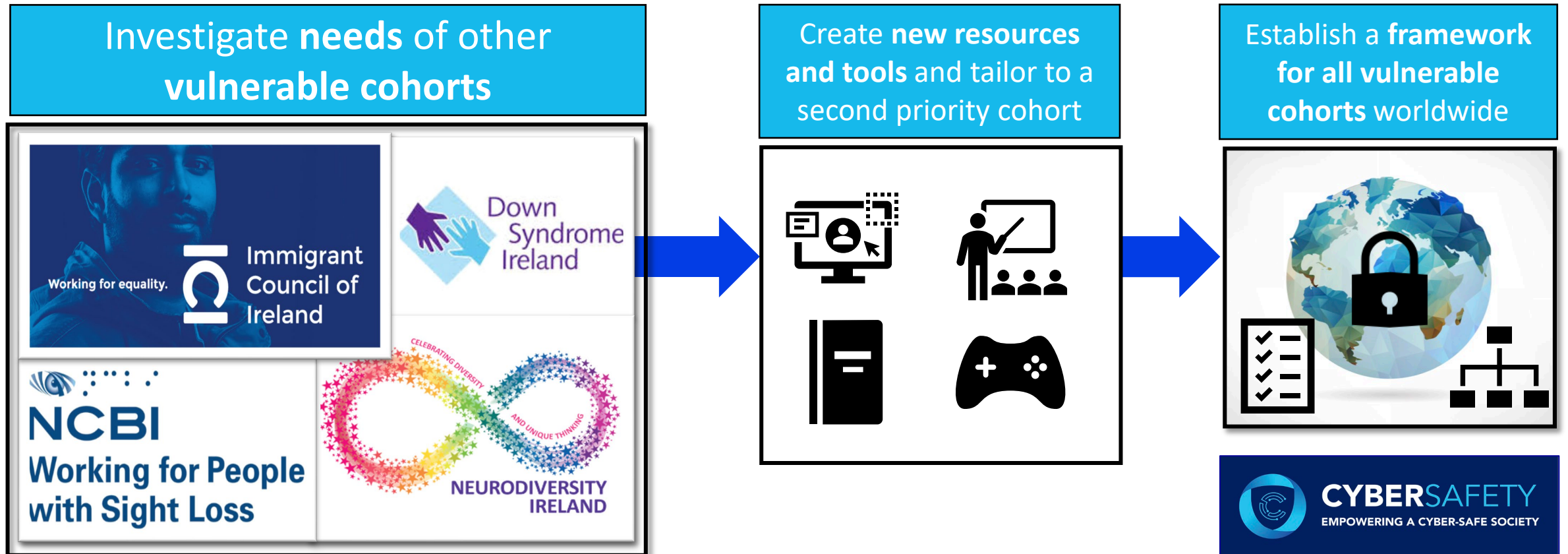
Physical Resources



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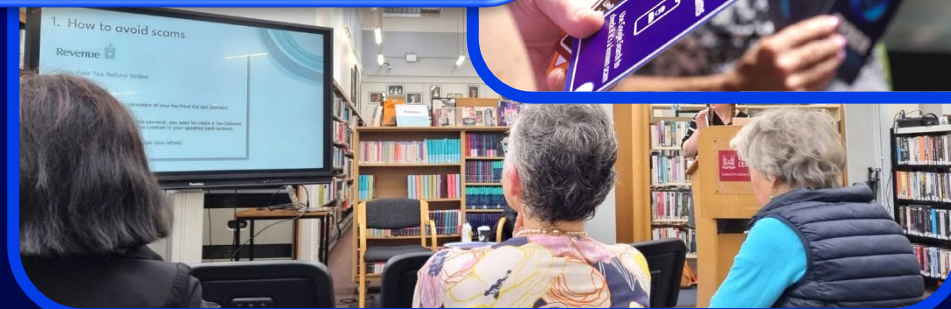
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*Not just closing gaps – opening doors  
to independence, opportunity, and  
equity.*

*Any questions?*

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