

Susan and John got a letter from their bank.

Their local branch is closing soon and the banking is moving online. The letter outlines the steps they must take to get set up for online banking. They need to register for online banking and download an app. Once they receive their personal ID number, they will be able to manage everything from a smartphone. The letter mentions the benefits of online banking like: “It is available 24-7”, and “It is easy to set up and use on the go”.

Susan and John regularly tune into a popular radio show every day. They are excited about being able to access their bank accounts from their phones, but they have heard stories about the downsides of online banking too. They want to make sure that online banking is safe and secure.

Questions

What do you think about Susan and John’s situation?

If you were in this situation, how would you get the information about safe and secure banking?

Seamus lives alone. His family is encouraging him to get a brand new digital home assistant system installed to make his home life more comfortable. It consists of a series of gadgets that will be placed around his house.

The sales person who will install the system has told Seamus about all of the benefits of it. Once set up, the system will let him interact with the house in many ways. He can ask for the lights to be turned on/off. He can use an app to turn on the heating. The app can also make sure the front door is locked and the cooker is turned off. He can also ask about the weather and the traffic when he's about to go out.

Seamus has been reading about home assistant technology. He wants the features and services provided by the home assistant, but he is also concerned that he may not be able to figure it out or won't know who to ask if there are any problems.

Questions

What do you think about Seamus' situation?

If you were in Seamus' situation, how would you find out more?

Mary meets her sister-in-law, Bernie, for lunch at a local café.

Bernie shares loads of news and gossip with Mary; like the local park is going to be closed to build apartments and that there has been an increase in burglaries in the area. She also shares pictures of their nieces and nephews on holidays and at birthday parties. Mary was shocked she hadn't heard about or been informed of any of this. It turns out that all of the information was shared on local resident Facebook pages and in friend and family Whatsapp groups. Bernie says that Mary really needs to join and use these social media platforms to stay connected.

Mary has a smartphone, but it's a good few years old. She doesn't use social media and only uses Whatsapp when someone rings her. But now that she realises that she's missing out on news and connecting with friends and family she feels some pressure to join.

Questions

What do you think about Mary's situation?

If you were in this situation, how would you get information about joining social media or apps?