

Video Calling Grandkids Safely

A simple guide to staying connected with your family through secure video calls. We'll walk you through everything step-by-step, so you can enjoy quality time with your loved ones safely and confidently.

CYBERSECURITY NON-PROFIT





Choosing the Right Video Call App

FaceTime

Best for iPhone and iPad users. Built right into your device, no download needed. Perfect if your family uses Apple devices.

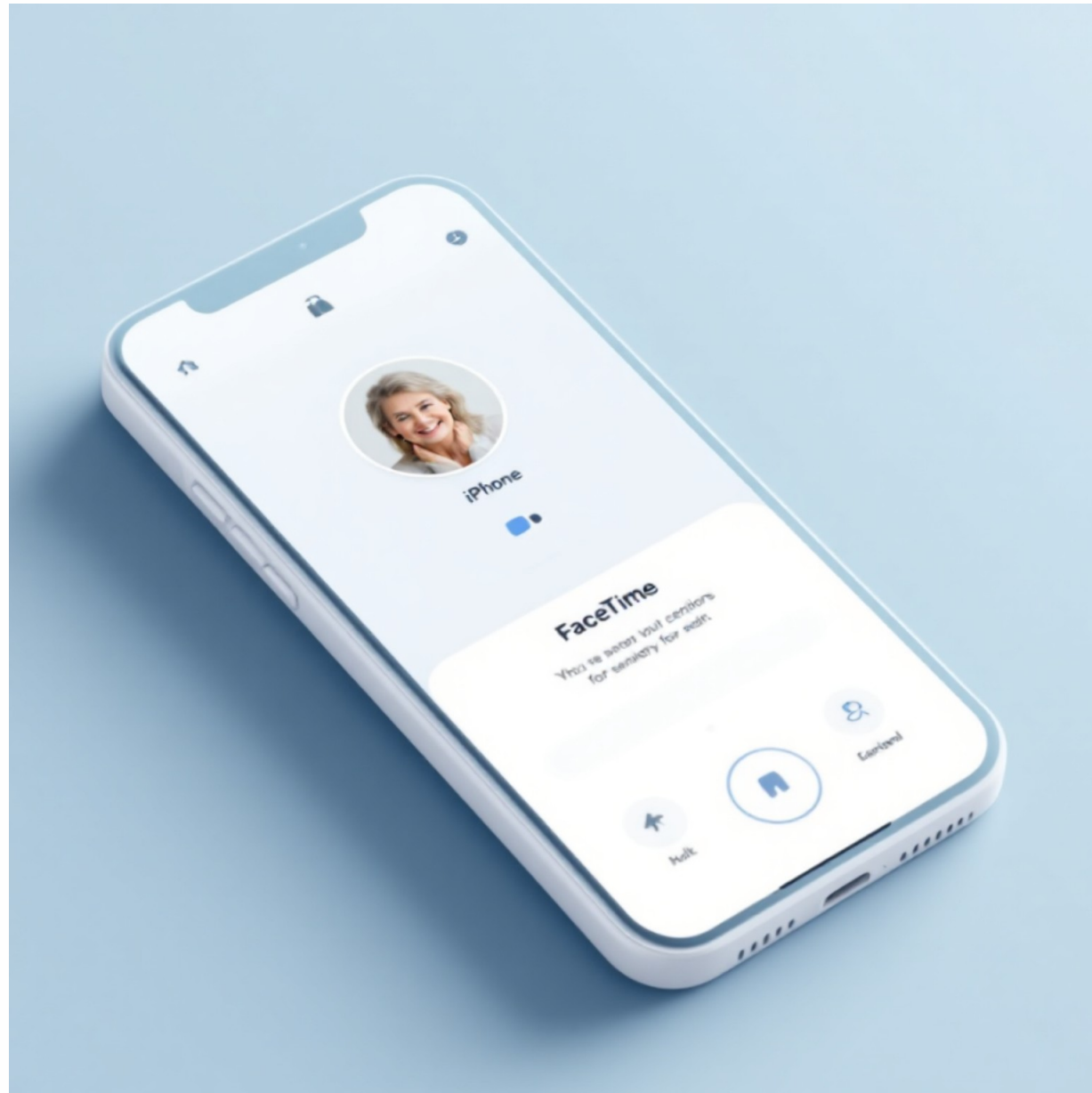
Zoom

Works on any device - phone, tablet, or computer. Great for group calls with multiple grandchildren. Free for calls up to 40 minutes.

WhatsApp

Simple video calling with strong security. Good if your family already uses it for texting. Free and easy to use.

Setting Up FaceTime on iPhone or iPad



01

Find the FaceTime app

Look for the green icon with a white video camera. It's usually on your home screen.

02

Sign in with Apple ID

Use the same email and password you use for the App Store. FaceTime will set up automatically.

03

Make your first call

Tap the plus sign, choose a contact, and press the video camera icon. That's it!

Setting Up Zoom Step-by-Step

Download Zoom

Go to zoom.us on your computer or find "Zoom Cloud Meetings" in your app store. Click download and follow the prompts.

Create your free account

Use your email address and create a password you'll remember. Write it down in a safe place.

Join a call

When family sends you a link, just click it. Or open Zoom and enter the meeting ID they give you.



Important Privacy Settings



Use passwords for calls

Always set a password for your Zoom meetings. This keeps strangers from joining uninvited.




Turn off camera when not in use

Click the camera icon to turn video off between calls. This protects your privacy at home.



Only accept calls from contacts

Don't answer video calls from numbers or people you don't know. If unsure, let it go to voicemail first.

 **Remember:** Legitimate companies will never ask you to download special software or share personal information during a video call. When in doubt, hang up and call your family member back directly.

Avoiding Video Call Scams



Warning Signs to Watch For

- Someone claiming to be tech support asking to fix your computer during a call
- Unexpected video calls from "government agencies" or "banks" asking for personal information
- Requests to download new software or apps during the call
- Pressure to act immediately or threats of consequences
- Anyone asking for passwords, credit card numbers, or Social Security information

What to do: End the call immediately. Contact the organization directly using a phone number you trust, not one they provide.

Quick Troubleshooting Tips



Can't hear anyone?

Check that your volume is turned up. Look for the mute button - it might have a line through it. Tap it to unmute yourself.



They can't see you?

Make sure nothing is covering your camera. Check that the camera button doesn't have a line through it. Tap it to turn video on.



Call keeps freezing?

Move closer to your WiFi router. Close other apps running in the background. Restart your device if problems continue.



Still having trouble?

Ask a family member to help walk you through it. Or visit your local library - many offer free tech help for seniors.

About Cybersecurity Non-Profit

"Making cybersecurity knowledge accessible to everyone through education, community, and practical resources."

Our Free Programs for Everyone

- Business & Non-Profit Security
- Family Cybersecurity
- Kids Safety Online
- Senior Digital Safety
- Women's Security
- Parents & Educators

Everything we offer is completely free. Visit us online for more helpful guides and resources to stay safe in the digital world.

[Visit csnp.org](https://csnp.org)

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