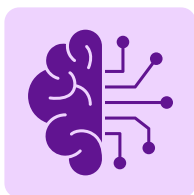


## GET SET UP FOR SAFETY

# AI Awareness



### What is AI?

What is AI? Artificial Intelligence, or AI, enables computers to do clever things that normally only humans can do. You're already using AI if you've tried tools like Alexa, Google Translate or ChatGPT.

It's also useful in areas like health, hobbies, and creative activities, making them easier for everyone to get into and enjoy.

AI tech isn't brand new; it's been used for a while in our gadgets and online spaces to help figure things out or guess what might happen next. Recently, we've seen the rise in popularity of "Generative AI" (or GenAI).

GenAI tools can create all kinds of new things from your ideas – like write stories, make pictures, or even compose music! You just give it some instructions, called "prompts," and it builds the content with your input.

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# Everyday Uses of AI

AI is making life easier in many areas, here are a few examples:



## Web Search Summaries

When using an internet search engine such as Google or Bing you may notice an AI-generated summary at the top of results. This is designed to quickly answer your questions and highlight key points without visiting multiple websites, although it can be inaccurate.



## Virtual Assistants

Devices like Alexa, Siri, or Google Assistant help set reminders, answer questions, and control smart home devices.



## Text, Writing and Research Assistance

Tools like ChatGPT or Perplexity AI can help draft emails, answer questions, and provide information on a wide range of topics. Google Translate can help translate between languages you know and ones you don't, while knowing the relationships of words across languages.



## Accessibility

AI tools can help those that are hard of hearing or vision impaired by enhancing accessibility. Assistive technologies like voice-to-text, image-to-text, noise-filtering hearing aids, and screen readers make devices easier to use. Along with improvements such as cameras in glasses that help the blind navigate what's in front of them.



## Health and Fitness Tracking

Smartwatches and fitness apps monitor changes in patterns such as heart rate, and sleep patterns to detect any changes over time related to health issues.

## Everyday Uses of AI continued



### Online Shopping and Banking

AI is used to suggest products you might like or detects fraud on your bank account.



### Navigation and Travel

Apps like Google Maps use AI to predict traffic based on a wide range of information, providing real-time traffic updates and directions.



### Hobbies and Creativity

AI supports hobbies like photo editing and digital art, music composition, recipe creation, puzzles and more.



## Curious About Using AI Tools?

AI can be a great tool to explore at your own pace. If you're new to AI, start with simple tasks like setting reminders or asking a virtual assistant (Alexa, Siri, or Google Assistant) basic questions.

Once you're comfortable, try text-based tools like ChatGPT by OpenAI or Gemini by Google to assist with writing emails, summarising articles, or organising thoughts. For creative exploration, you could experiment with Canva for graphic design or DALL-E to create AI-generated images. You can find most of these tools in your device app store, or by web search. Depending on the tool, you can use voice activation or type your question in.

*“Alexa can remind you to take medication every morning from now on?”*

*“Hey Google, please remind me to feed the cat when I reach home.”*

*“Hey Siri, is it going to rain tomorrow?”*

## Challenges of AI

As mentioned above, there are a wide range of applications where AI is already improving the functionality and accessibility of many digital experiences, but like all forms of technology AI can also present some challenges and risks. Be mindful of the following:



### AI can make things up

Generative AI tools such as ChatGPT or Google Gemini may provide information that sounds accurate or factual but is incorrect, these are called hallucinations.

## Top tips

**Put as much information and background into an AI prompt** as possible and tell it to include sources. With less detail, AI is more likely to make things up.

**Fact-check** AI-generated information with trusted sources before acting on it.



### Scammers also use AI

Scammers are now using AI to create very convincing scam stories.

- AI can create fake videos or photos that can look very real.
- Scammers use AI to write convincing emails or texts that appear to be from a trusted source.

## Top tips

Be sceptical and always verify contacts and content carefully and via official or trusted channels.

Use Netsafe's SCAMS Framework to check for red flags:

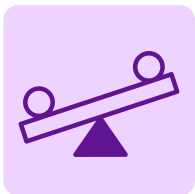
- S** **Surprised at the message?**  
Is it unexpected, urgent, or emotionally charged?
- C** **Controlling behaviour?**  
Are you being pushed to act quickly, click on a link or not consult others?
- A** **Access requested?**  
Are they asking for personal details or access to your account or device?
- M** **Money requested?**  
Are they asking for payments or gift cards?
- S** **Stop and seek support.**  
Stop communicating and contact someone you trust, or Netsafe.



## Privacy Considerations

AI tools often collect and store your data to improve their functionality. This can compromise your privacy as it could be shared or used without your knowledge, especially if you're using it for your job/work.

**Tip:** Avoid entering personal or confidential details (like bank information or passwords) into AI tools. Check privacy policies and settings carefully and ensure any option to use your information for training is turned off. Read the terms and conditions carefully.



## AI can be Biased

AI, and in particular Generative AI tools can produce results that show bias or tend towards stereotypes, including gender or racially -biased results. Bear this in mind and review output carefully when using these tools, especially if sharing content with others.

**Tip:** When you give a prompt, ask the AI to be aware of its bias, and to highlight any points in its response that it considers are imbalanced.



## AI's Role in Misinformation and Disinformation

AI tools can be used to generate false or misleading content that looks and feels real and can make it appear someone said or did something they never did or fabricate an event that never happened.

This is often used to manipulate public opinion, spread scams, or create panic. This can include everything from completely fabricated news articles to fake videos, audio and imagery.

**Tip:** Verify sources and cross-check information with trusted news outlets, fact-checking websites, and official channels to confirm authenticity. Question content that seems sensational, too good to be true, or evokes extreme emotions.

## Key Safety Tips When Exploring AI

### **Start Slowly:**

Begin with basic functions before exploring advanced AI tools.

### **Think Before You Share:**

Avoid inputting personal or sensitive information.

**Verify Information:** AI can generate misleading or incorrect content, so always fact-check with reliable sources.

**Be Aware of AI-Generated Content:** AI can create realistic images, videos, and voices that may not be real.

**Review Privacy Settings:** Adjust privacy controls in AI apps to limit data sharing.

**Remember that although AI-powered technology and tools may communicate like a human being, it is not a real person and will not support your emotional needs as a human would.**

## Get Set Up for Safety

Netsafe's free Get Set Up for Safety resources have more tips and advice about online safety topics from scams to information security.

Find out more [netsafe.org.nz/olderpeople](https://netsafe.org.nz/olderpeople)