

## **Silver Surfers - Session 3**

**MORE WEB BROWSING - COMPARISON SITES**

**ONLINE SERVICES**

**COMPUTER CHOICES - COMPUTER EQUIPMENT**

**OTHER DEVICES & ACCESSORIES**

3.01

We look at using our web browser to check out and compare products and services. We also look at various commercial government services that are available online. In using the web in this way we need to be aware of the pitfalls and thus be more confident in our approach.

We also look at different types of computer and the ancillary equipment and features.

# **Seaview Surfers - Online Safety**

**ANTI-VIRUS & REGULAR SYSTEM SOFTWARE UPDATES**

**SEVERAL STRONG PASSWORDS**

**NEVER DIVULGE PASSWORDS OR IDENTITY INFORMATION**

**SCAN EMAIL ATTACHMENTS IF IN DOUBT AS TO SOURCE**

**CHECK LINKS BEFORE CLICKING**

**BEWARE PUBLIC WIFI**

**MINIMISE YOUR TRAIL**

**NO REMOTE ACCESS**

3.02

## **Online Safety**

### **Antivirus**

A computer virus is a piece of software that is installed surreptitiously onto a computer for example via an email attachment or a dodgy website. They are diverse in effect. At one extreme it may be innocuous, a teenager flexing their coding muscle. It may be just using your computer as part of a larger network of bots for so called 'denial of service' attacks aimed at disrupting some corporate website. It may be stealing your contact list, locking your data for ransom or extracting details of your identity. Nearly all computers and smartphones are vulnerable, MS Windows devices more than Android tablets and phones, with Apple the lowest risk - if you have an Apple look at:

<https://www.techadvisor.co.uk/how-to/security/do-macs-get-viruses-3418367/>

There are a number of antivirus products available - check out:

<https://www.techadvisor.co.uk/test-centre/security/best-antivirus-2018-free-paid-antivirus-reviews-3651652/>

Or:

<https://www.techadvisor.co.uk/test-centre/security/best-android-antivirus-2018-3646925/>

A new computer may come with an antivirus product, free for, say, three months after

which you have to pay. Some products are free but with reduced features compared to the paid-for version. Some cover multiple devices or members of the family, some offer additional features such as simple backup of a mobile device.

Whatever you choose make sure that you keep both your system software and your antivirus up to date.

## **Passwords**

Do not use the same password for every online activity. Use 8 or 9 characters - upper and lowercase letters, digits and symbols. You may find it easier to remember three short words strung together, for example **pluMwiGhorsE** (note upper and lower case again).

Consider a password manager such as Lastpass - see <http://www.techradar.com/reviews/lastpass>. Do not write your passwords on postit notes stuck to the noticeboard!

## **Public wifi**

Public wifi is available everywhere today - ferries, restaurants, hotels, even in some open spaces but it is insecure. Unscrupulous hackers can intercept the traffic between your device and the wifi transceiver and view your data in transit, a technique known as a “man-in-the-middle” attack or “side-jacking”. Use public wifi only for activity that does not involve websites where passwords and other security data have to be provided.

## **Careless Talk ...**

Never divulge any passwords or security information over the telephone or by email. Reputable organisation with whom you do business will not ask for this information. The exception will be when you have initiated the phone call and the organisation may ask you to answer predefined security questions to ensure that you are genuine. Even then they should not ask for a password.

## **Email Attachments**

Most antivirus software now checks email and attachments as the email is received. If the sender is unknown to you, it is probably best not to open the attachment anyway. If you have doubts you can save the attachment in a folder and get your antivirus software to scan it.

## **Links**

Be very careful when clicking on links embedded in a web-site or in email. Hover the

mouse over the link to examine the url of the website pointed to by the link. If the link is supposedly to the site of a reputable organisation, first open a new tab in the web browser then type in the organisation's web url and cross-check with the original link to highlight any structural differences.

## **Trail**

Minimise your internet trail by always keeping to a minimum the amount of data about yourself. Only fill in mandatory fields in any online form. Look for tick boxes allowing the site to send you emails about new products or giving permission to share your details with other organisations. Maintain at least two email addresses, a private one for friends and family and one for general web use. You may want to have two public addresses, one for your normal business activity and the other for generic use. Most spam should then end up in the generic email account along with any fraudulent email.

## **Remote Access**

There is software available that allows one computer to take control of another computer over the internet. This is used legitimately for working remotely where your home laptop can connect to the computer on your desk at work or where a help desk can connect to the user's computer to solve a problem online. It can also be used maliciously so do not fall for calls purportedly from a Windows Help service asking you to go to a website and download then install a program to allow the help desk to sort the problem!

## **And ...**

No brief for Barclays but the link below leads to a well constructed learning site that you can explore at your leisure:

<https://www.barclays.co.uk/security/digitally-safe-quiz/#/>

# Silver Surfers - Not Just Shopping

**METER READINGS**

**COMPARISON SITES - INSURANCE : FINANCE : FUEL**

**MAPS & ROUTE PLANNING** [eg](#)

**PRODUCT REVIEWS - HOTEL & RESTAURANT REVIEWS**

**BANKING - DVLA - GOVERNMENT GATEWAY - NS&I**

3.03

The internet is becoming integral to many everyday activities and a failure to engage will increasingly put you at a disadvantage. You can ignore it but it will cost money and effort to continue to use traditional methods for domestic business.

**Meter Readings** - dual fuel contracts by direct debit with you giving regular meter readings tend to be the cheapest.

**Comparison Sites** - useful when used with care

**Route Planning** - not just Google, try

<http://streetmap.co.uk/map.srf?X=462857&Y=91218&A=Y&Z=110>

**Product Reviews** - professional reviews (eg TechRadar) and customer reviews (but sort genuine from fraudulent) - see <https://reviewmeta.com/>

**Hospitality Reviews** - Tripadvisor seems to have cornered the market

**Services** - from your armchair and increasingly whether you like it or not.

## **Silver Surfers - Choosing a Computer**

**WHAT COMPUTER? DESK - LAPTOP - TABLET - PHONE - KINDLE**

**WHAT OS?                   WINDOWS - APPLE - ANDROID - LINUX**

**WHAT ELSE?               KEYBOARD - MOUSE - SCREEN - CAMERA**

**PRINTER - SCANNER - STICK - EXTERNAL DISC**

**WHAT FOR?               EMAIL - WEB - DOCS - PICS - GAMES . . .**

**WHAT NEXT?               SOCIAL ROBOTS - 5G PUBLIC NETWORK**

3.04

Acquiring a new computer is something that most people undertake perhaps every three or four years and parallels in some way the purchase of a new car. What factors play a role in the choice?

Current model - if you like it just buy an updated version

Price - just like forecourt deals, computer retailers may be anxious to shift kit as new models come in

Speed - for the average user the speed of the internet connection may be more important, for gaming a higher spec computer will be needed

Capacity - desktop computers will have the most storage expandability

Appearance - fashion statement, status statement, appreciation of good design, ergonomics

Colour - anything but black! Except that a black surround to the screen is the most restful on the eyes

Your conflicting requirements may lead to a compromise piece of kit which is less than optimal on some points. If the budget allows look at say a desktop at home because you want two HD screens for your photo work and document storage, with a tablet for general use at home and when on the move.

Use the internet to explore reviews and feedback.

## Silver Surfers - Choosing a Computer

- > **Talk to friends and relatives about the computers they use**
- > **Watch them use the kit and try out a few activities yourself**
- > **See what fellow surfers use**
- > **Age UK Isle of Wight run an IT inclusion service - ask them**
- > **Check trusted web reviews**

3.05

Things move quickly in the world of computer hardware and software. My desktop PC is 9 years old and runs Windows 7 - to replace it with like for like will not be a straightforward process. I will be reading around and talking to people with different PC set up in order to reach a decision on what to buy.