Silver Surfers - Session 2

UNDER THE BONNET

URL http://www.bbc.co.uk/news/england

EMAIL

SHOPPING

ONLINE SAFETY

2.01

Welcome to the second session of the Seaview Silver Surfers Computer Workshop.

We will be looking at the mechanics of email and using the internet for shopping. We also need to be aware of some of the pitfalls of going online and what we can do to mitigate the dangers.

The URL (Uniform Resource Locator) tells our browser how to access the site we want (http://), the host name of the site (www.bbc.co.uk) and the section of the site that we are interested in (/news/england). It is generally ok to omit the "http://www" portion and just enter the domain name into the browser with qualifiers after as required. Many sites will present their current location with a prefix "https//:" which forces the browser to use an encrypted form of communication with the web server and to check its credentials.

See https://www.computerhope.com/jargon/num/domains.htm to check domain suffixes - also some other interesting semi-technical stuff at this web-site.

Basic familiarity with the URL feature helps you avoid some of the snares laid by unscrupulous web site operators.

Silver Surfers - Email Facility

Internet Service Provider   Plus Net/TalkTalk

Independent Provider   Gmail/Hotmail

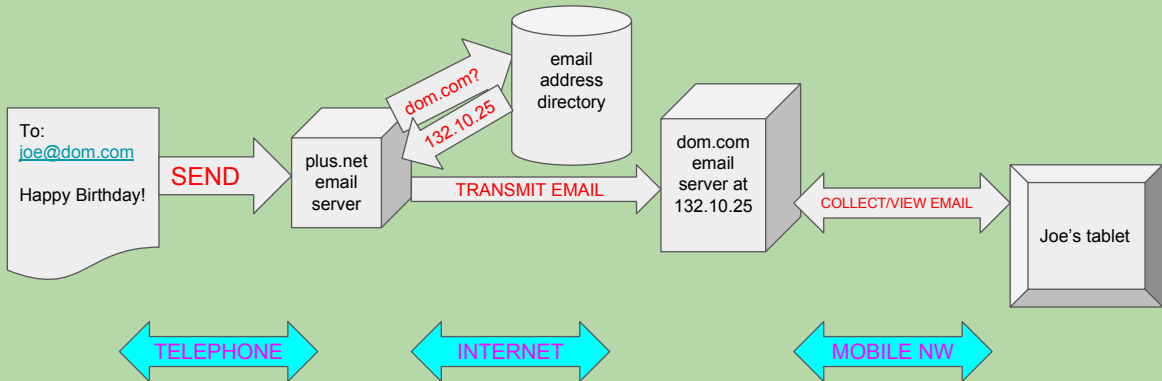Local Email Manager   Outlook/Thunderbird

2.02

An email address can be acquired in several ways. Usually your service provider - the company that you pay to supply your internet connection - such as BT, Talktalk or Plus Net, will offer the opportunity to register an email address. You can register an address via Google or Yahoo or similar which will be independent of your internet supplier. You can even pay a small annual fee and purchase a 'domain name' and select a 'host' to handle the email traffic for example "nigel@golding.email".

Many people use software on their home PC or laptop to maintain a local copy of emails, software such as Outlook or Thunderbird which can be set to communicate with your internet email server to collect incoming and 'relay' outgoing emails.

You may want to consider setting up more than one email address, perhaps one for friends and family, one for organisations that you deal with regularly such as the bank and one for others such as online shopping sites where wholesale stealing of details by hackers is more common. You might also consider choosing an email address which does not reveal your name.

Silver Surfers - Email Mechanism

2.03

Conceptually the mechanism that accepts, routes and delivers your email is straightforward. At a detailed level the process is fairly crude.

The delivery depends on every email address being unique and capable of conversion to a low level internet identifier. Each domain has a server or more usually a set of distributed servers which accept incoming emails and store them for the individual users to access from their PCs, laptops or phones, usually on a demand basis. You either simply view and create emails while 'online', that is while connected to the internet, or you may use an email 'client' installed on your local PC, such as Thunderbird, to store and manage emails locally.

Special directories and routers exist in key locations around the world that allow messages to be routed to their destination.

Silver Surfers - Email

ORGANISE YOUR EMAIL

PERSONALISE YOUR EMAIL

CALENDAR

TASK LIST

SPAM

SCAM

2.04

Email is a little like a large household dresser with drawers, cupboards and shelves which can be arranged to suit the individual (or left like a dog's dinner). Out of the box the email client, that is the view provided by the supplier of the email software, offers a default organisation that will work but with options to reset some of the appearance and functionality. Usually there will be an "Inbox" to store incoming messages, a "Sent" folder to hold messages transmitted by the user, a "draft" folder for messages in progress and possibly "Junk" for emails categorised by the software as spam.

You should be able to add new folders to pigeonhole your email, to define a typeface and ink colour for messages, to alter the format for viewing mail and to add a signature to each email by default.

Associated with most email clients you will find an organiser (often called a task list) and a calendar. These will often link with your phone and may also be linked to similar features belonging to other users at work or in the family to provide an integrated view of "team" activity.

Your email address will be held by a large number of individuals and organisations with your permission, more so if you are careless in ticking or unticking boxes on a website form - "Yes" please email me when you dispatch my order, "No" I don't want to be informed of product developments and "No" I do not want you to pass my name onto other interested parties. If you are careless you will receive many more unwanted or "spam" emails.

Email addresses also get stolen or sold on by unscrupulous organisations. These will generate not just an avalanche of spam but also emails out to defraud you.

Silver Surfers - Internet Shopping

RETAILER	**name, postal & email address**
TRAVEL	**telephone & mobile**
AUCTION / MARKETPLACE	**password**
EVENT TICKETS	**payment card details**
ROAD TAX	**other**

2.05

Any online transactions that you make will require you to supply personal details and bank card codes. Most sites require you to have set up an account in order to purchase goods or services. This does save having to re-enter the details on every visit but leaves you open to later marketing exercises on the part of the organisation operating the site and, depending on their integrity, on the part of all the other people that have been sold your details. The fact is that you will have to quote an email address and they will need an address for delivery.

Silver Surfers - Time to Shop

WHAT IS THE BEST CHROMEBOOK/48" TELE/ELECTRIC TOOTHBRUSH?
    ASK A SEARCH ENGINE
    GET THE KEY WORDS RIGHT TIPS
    QUALIFY THE RESULTS

WHERE IS BEST DEAL FOR SAID CHROMEBOOK/TELE/TOOTHBRUSH?
    ASK A SEARCH ENGINE

    CONSIDER REVIEWS, DELIVERY, RETURNS,ALTERNATIVES, HELP

2.06

Choose the product, choose the supplier then place the order.

Search tips and other other topics:
https://support.google.com/websearch/answer/134479?hl=en&ref_topic=3081620

Check review sites and seller's customer feedback. Look out for hidden agendas!

Check delivery conditions particularly to the island.

Silver Surfers - Wanna Cry?

Blue-chip companies including WPP and Reckitt Benckiser have been among the victims of ransomware, losing millions of pounds each. Some banks in the City of London are understood to have stockpiled bitcoins to pay off attackers quickly.

More than a quarter of local authorities have been hit by ransomware, according to a freedom of information request, and other public sector bodies including NHS trusts and universities are frequent targets. The criminals also extort from individuals. Hackers typically trick victims into opening malicious emails that infect their computers and demand payment of the bitcoin equivalent of £350 to £100,000 to restore access to files. Demands are typically for under £400 to optimise the chances of a payout.

Mark Bridge, Technology Correspondent | Katie Gibbons
December 7 2017, 12:01am, The Times

2.07

The so-called Wanna Cry virus infected a number of organisations last year - an example of "ransomware" which encrypts your documents and other files, demanding a fee to unlock them.

Silver Surfers - What Can Go Wrong?

WEB SITE LINKS   SOCIAL MEDIA SCAM

FRAUDULENT EMAILS   MALICIOUS ATTACHMENTS

WEAK PASSWORDS   IDENTITY THEFT

TELEPHONE 'HELP LINE'   FINANCIAL SCAMS

WHICH?   FCA   POLICE

TIME TO CRACK   PASSWORD CHECKER

2.08

Consumer Scams:
https://www.which.co.uk/consumer-rights/advice/how-to-spot-a-scam
https://www.thetimes.co.uk/past-six-days/2017-12-17/money/jill-insley-how-to-avoid-needing-my-help-mkdftqwqg

Password Checker: https://password.kaspersky.com/

Fraud: https://www.actionfraud.police.uk/fraud-az-online-fraud

Financial Scams: https://www.fca.org.uk/consumers/protect-yourself-scams

Identity Theft:
https://www.thetimes.co.uk/edition/money/bank-let-fraudster-use-my-account-zmk0d9fjc

Seaview Surfers - Online Safety

ANTI-VIRUS & REGULAR SYSTEM SOFTWARE UPDATES

SEVERAL STRONG PASSWORDS

BEWARE PUBLIC WIFI

NEVER DIVULGE PASSWORDS OR IDENTITY INFORMATION

SCAN EMAIL ATTACHMENTS IF IN DOUBT AS TO SOURCE

CHECK LINKS BEFORE CLICKING

MINIMISE YOUR TRAIL

2.09

Online Safety

Keep your system software and anti-virus up to date

Do not use the same password for every online activity

Use public wifi only for low security activities - beware of "man-in-the-middle" attacks and side-jacking

Never divulge any passwords or security information

Be very careful when clicking on web-site or email links.

Do not open email attachments if you have any doubts the provenance

Minimise your trail - eg private and public email addresses