



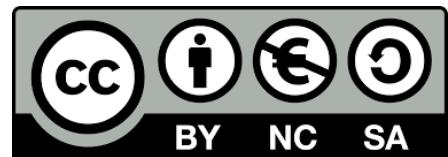
Online Safety. Protecting your Business.

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Technical English

1st C-VET Cross-platform application development

Unit – Online Safety. Protecting your Business..



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Online Safety.

1. Learn the vocabulary you need. Write the words in your language.

Online Safety		
adware	software publicitario	parental control control parental
block	bloquear	password protect proteger con una contraseña
bulk e-mails	correos enviados	phishing sustituir identidad
corrupt	corromper	post publicar
ensure	asegurar	privacy settings configuracion de privacidad
fraudulent	fraudulento	profile perfil
hacker	ciber criminal	risk (v) riesgo
hide	ocultar	suspicious sospechoso
identity theft	robo de identidad	thief (thieves) ladron (ladrones)
make public	hacer publico	trick engañar
monitor	monitorear	undesirable indeseable

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2. Read the online advice page. Then decide which tips on the right are mentioned in the article.. (Audio: Computing_SB_CD4_23)

The screenshot shows a website titled 'How to Stay Safe Online'. At the top, there are links for 'BLOGS', 'ADVICE', and 'CONTACT'. The main content area has a purple header with the text: 'With more and more people completing transactions online, digital safety has become an important factor. Today, more than ever, you must take precautions to ensure your personal information is safe from hackers and thieves.' Below this, there are four sections with numbered icons:

- 1 PASSWORD PROTECTION:**
 - Never share your passwords with anyone or include them in e-mails.
 - Password protect all sensitive files on your computer.
 - Use a sentence that is at least 12 characters long to create a strong password.
- 2 SOCIAL MEDIA:**
 - Protect against identity theft. Don't make your personal information public.
 - Adjust your privacy settings to limit who can see your profile. If you don't want to risk everyone seeing your photos, don't post them online at all.
 - Don't make your holiday plans and live photos public. Thieves will know when your house is empty.
- 3 E-MAIL:**
 - DON'T open, click on a link or reply to an e-mail if you don't know who sent it to you.
 - Use filters to block unwanted e-mails such as:
 - Phishing – fake or fraudulent e-mails to trick users into sharing their personal information like credit card details, user names and passwords.
 - Bulk e-mails – e-mails sent to millions of people. They may contain links or downloads with viruses or spyware which can corrupt your computer.
- 4 SAFETY FOR CHILDREN:**
 - Use parental control options to block undesirable websites, videos and content.
 - Monitor your children's use of social media and browsing.
 - Instruct young children and teens about online safety. Teach them not to 'make friends' with everyone. People may hide behind a false identity.

Tips:

1. Don't give your passwords to other people.
2. Use a different password for each account.
3. Use privacy control. Only let certain people view your personal details.
4. Report spam to your e-mail client.
5. Use filters to reduce spam.
6. Check your children's use of the Internet and social media.

3. Two colleagues are discussing Internet security. Choose the correct answer. Then listen to the dialogue and check your answers.)(Audio: Computing_SB_CD4_24)

A: Hi, Katie. My daughter was surfing the web last night and I noticed some undesirable content that I didn't want her to see. I need to block certain ¹ e-mails / websites. Do you know how I can do this?

B: It's easy. Wendy. You can set up your PC to monitor what your children are viewing. It will also keep them away from certain games and sites. You can even set limits on how much time they spend online.

A: You mean I can actually ² limit / decide what sites the browser finds?

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B: Sure. Almost all browsers and social media websites have Parental Controls or Privacy Settings.

A: Where do I find the Parental Controls on Google? How do I ³ set / do them?

B: In your browser, go to Search Settings on the right-hand side of the screen. Under "SafeSearch filters", check the box next to "Turn on SafeSearch". Then at the bottom of the page, click "Save".

A: How does this help?

B: When someone does a search in their browser, this filters the search results and eliminates undesirable videos and websites.

A: Is it completely ⁴ safe / sure?

B: It's not 100% accurate. However, it helps protect children from most of the relevant / Inappropriate search results.

4. Read the dialogue in Exercise 2 again. Then match A to B to form sentences.

A

1. Wendy --> B
2. Katie --> D
3. A SafeSearch filter --> A
4. Many social media sites --> C

B

- a. may not eliminate all inappropriate material
- b. didn't know that parents can limit online access.
- c. have got parental controls.
- d. recommends filtering search results.

5. Working with Vocabulary. Match A to B to make expressions. Then listen and repeat the expressions.. (Audio: Computing_SB_CD4_25)

A

1. identity --> D
2. parental --> E
3. make --> C
4. privacy --> A
5. password --> C

B

- a. settings
- b. public
- c. protect
- d. theft
- e. control

6. Copy and complete the sentences below with the expressions from Exercise 5.

1. Think twice before you ... your private information. --> make public

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2. Using ... ,you can adjust what different people see on your Facebook page. --> settings
3. ... is a very serious crime --> identity theft
4. ... your account with a combination of letters, numbers and symbols. --> password protect
5. Fathers and mothers should think about putting ... onto the family PC parental control

7. Listen and repeat the words in colour. Then choose the correct answer. (Audio: Computing_SB_CD4_26)

1. A **hacker** / **profile** contains a person's personal information.
2. Using another person's credit card without permission is **fraudulent** / **undesirable**.
3. It's important to **ensure** / **hide** your children are safe on social networking sites
4. A firewall can **trick** / **block** unauthorised users from accessing a network.
5. Do you think parents should **post** / **monitor** their children's access to the Internet?
6. Viruses can **corrupt** / **risk** the information on your computer files.

8. Listen and repeat the words in colour. Which pairs of sentences have got a similar meaning? (Audio: Computing_SB_CD4_27)

1. a. You should delete an e-mail that seems **suspicious** similar
b. If you don't know the source of an e-mail. throw it out
2. a. **Phishing** messages look like they come from a reputable company. not similar
b. Reputable companies send messages as a way of getting more customers.
3. a. **Adware** collects information about users Internet activities similar
b. Adware analyses which websites a user visits
4. a. **Thieves** can use your credit card details to purchase products from websites. similar
b. Most people use their credit cards to purchase online today.
5. a. Companies often send out **bulk e-mails**. similar
b. To get to all their clients, companies send out thousands of e-mails at the same time

9. Match A to B to form sentences.

A

1. You could meet undesirable people --> B
2. A hacker can change --> F
3. Fake e-mails can trick users into --> E
4. Learn how to hide your online identity --> D
5. You can post a helpful reply --> D

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6. You risk losing your privacy --> C
- B
- a. giving away vital information
- b. on social networking sites.
- c. when you share too much personal information
- d. on this forum.
- e. and be anonymous on the web.
- f. information on your computer system,

10. Your Turn. Listen to the conversation between a bank employee and a client. Complete the chart. Then tick (✓) the correct columns. (Audio: Computing_SB_CD4_28)

Who...?	Client	Bank Employee
1. reported the scam	X	
2. was suspicious because of the logo	X	
3 knew about the phishing		X
4. wanted to prevent this from happening again	X	
5. wil adjust the filters		X

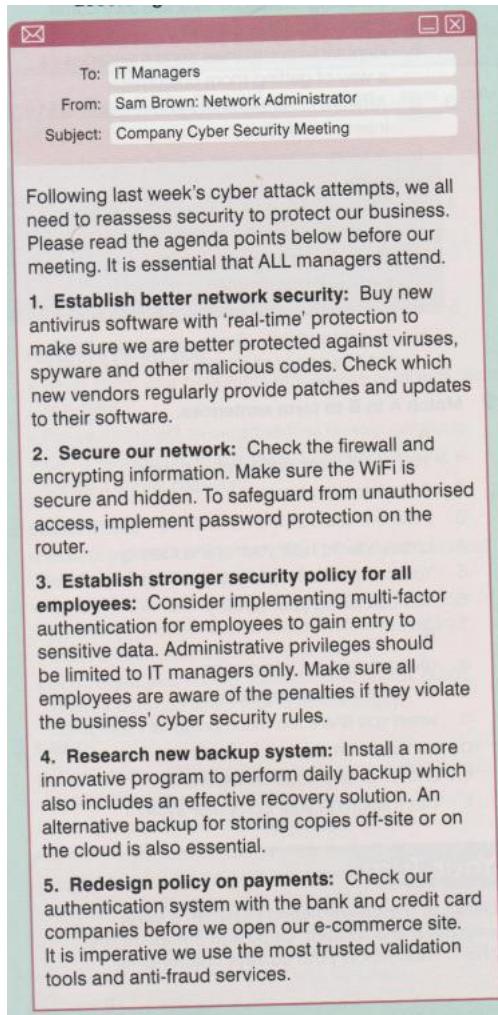
Software

11. Learn the vocabulary you need. Write the words in your language.

CYBER SECURITY		
agenda	orden del dia	multi-factor authentication autentificacion multifactor
attempt	intentar	penalty penalizacion
aware of	consciente	real-time protection proteccion en tiempo real
breach	violacion (del la intimidad)	reassess revaluar
cyber attack	ciber ataque	recovery recuperacion
e-commerce	comercio electronico	safeguard salvar y guardar
encrypt	encriptar	sensitive sensible
establish	establecer	tools herramientas
gain entry to	acceder	VPN (Virtual Private Network)
malicious code	codigo malicioso	red privada virtual

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12. Read the e-mail. Then choose the correct answers to the questions on the right according to the text. (Audio: Computing_SB_CD4_29)



1. Sam Brown is insisting that.....
 - a. IT managers participate in the meeting
 - b. all employees read the agenda
2. Sam Brown believes that the company needs to
 - a. update its antivirus software
 - b. replace its antivirus software
3. The company has got cyber security rules...
 - a. which allow employees to see all data
 - b. which employees mustn't violate
4. The company would like a backup program which
 - a provides a way to recover data
 - b. stores data on the cloud
5. The company is planning to
 - a. sell products online
 - b. redesign their products

Tip!

Multi-factor authentication combines two or more independent credentials: something the user knows, such as a password or a secret question; something the user has got, such as a bank card; and biometric verification.

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13. An IT security advisor (A) is giving security advice to a business owner (B). Number sections A-C in the correct order to form a dialogue. Then listen to the dialogue and check your answers. (Audio: Computing_SB_CD4_30)

3--> A **B:** Yes. How else can we make sure our network is completely secure?

A: You should consider installing a VPN - a virtual private network. It offers a much better level of security.

B: How does that work?

A: It works as a private network, even though you are using a public network.

1--> B **A:** Hi, Mathew. What seems to be the problem?

B: Well Jack, last month we had a serious security breach even though we had installed new anti-virus software.

A: When did you last download an update?

B: Oh! I'm not sure.

A: You need to check for software updates at least once a month

2--> C **B:** OK, I'll get the IT staff to check that

A: Is there anything else that you're concerned about?

B: Yes, some employees have complained that sometimes they can't access all the programs they need.

b **It sounds like we need to reassess the firewall settings. I'll adjust the settings for you.** Have you got any other questions?

14. Read the dialogue in Exercise 13 again. Then decide whether the sentences are true, false or the text doesn't say.

1. Mathew's company has got new anti-virus software. **T**
2. Mathew updated his new anti-virus software last month. **F**
3. Employees now get increased access to more programs. **F**
4. Adjusting the firewall settings will prevent the employees from accessing programs. **T**
5. Jack recommends reducing risk by using a private network. **T**

15. Working with Vocabulary. Listen and repeat the words in colour. Then replace the words in bold with the words in colour.. (Audio: Computing_SB_CD4_31)

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safeguarded ● gain entry to ● establish ● agenda ● attempted

1. We weren't able to ~~get into~~ the factory. --> gain entry to
2. The manager wanted to ~~create~~ a new department. --> establish
3. Hackers ~~tried~~ to get into the bank's network. --> attempted
4. Before the meeting, we received the ~~list of the topics to discuss.~~ -->agenda
5. Make sure your computer is ~~protected~~ from malware -->safeguarded

16. Listen and repeat the words in colour. Then match A to B to form sentences. (Audio: Computing_SB_CD4_32)

A

1. A cyber attack on a government --> G
2. E-commerce is a business transaction --> C
3. If we encrypt all the customer data, --> F
4. Malicious code is used to --> D
5. Special data recovery software --> H
6. Tools are a set of basic accessories --> A
7. A VPN (Virtual Private Network) is a private network --> E

B

- a. for software developers.
- b. can help you find deleted files.
- c. damage data, files and computing systems.
- d. over the Internet.
- e. built over a public infrastructure.
- f. it will be protected.
- g can cause chaos.

17. Listen and repeat the words in colour. Then use them to complete the dialogues. (Audio: Computing_SB_CD4_33)

real-time protection ● aware of ● multi-factor authentication

A: Is your network secure?

aware of

real-time protection

B: Yes. I am ¹ ... the problem, so I've got some good ²

A: Have you considered using ³ ... ? multi-factor authentication

B: Yes, I have, but I've decided not to do that at the moment.

penalty ● reassess ● breach ● sensitive

A: We had a data ⁴ ... last week, so our company is very ⁵ ... about security. I can't give you my password. ^{breach} sensitive

B: What's the for ⁶ ... doing this? ^{penalty}

A: The manager will ⁷ ... my contract and I could find myself without a job.

ressess

18. Choose the correct answer.

1. This is *sensitive* / *trusted* information, so please don't discuss it with anyone.
2. Releasing this information is considered a security *tool* / *breach*.
3. You need to *safeguard* / *attempt* your network against unauthorised entry.
4. What is the *penalty* / *agenda* for coming late to work?
5. Hackers were able to *gain entry to* / *establish* the accounting system.

Vocabulary and Functional Language

19. Mark TWO correct answers. Which of the following...?

1. are criminals
 - a. hacker
 - b. adware
 - c. thief
2. can cause harm
 - a. profiles
 - b. phishing messages
 - c. identity theft
3. provide security
 - a. bulk e-mails
 - b. parental control
 - c. privacy settings
4. should be done to stay safe online
 - a. block spam
 - b. make your personal details public
 - c. password protect

20. Complete the puzzle according to the clues.

Across →

3. Many parents block their children from... activities online.
4. A scam is when someone tries to... you.
5. Unauthorised access to a company's files is....
7. You cannot usually open a file that is....

Down ↓

1. If an e-mail looks... don't open it.
2. Do you think parents should... their children's Internet activities?
6. Most companies... their files are backed up at the end of the day.

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					1 S							
					U							
					S							
					P							
3 U	N	D	E	S	I	R	A	B	L	E		
	I				C							
	T	4 T	R		I	C	K					
	O				O							
5 F	R	A	U	D	U	L	6 E	N	T			
					S			N				
		7 C	O	R	R		U	P	T			
							S					
							R					
							E					

21. The words in bold are in the wrong sentences. Write them next to the correct sentences.

1. Some companies send **profiles** to tell their customers about an event. bulk e-mails
2. **Adware** can happen if you don't keep your personal information private. identity theft
3. You don't **post** losing money if you buy from a reputable company. risk
4. Registered users create **bulk e-mails** on social networking websites. profiles
5. Gamers often **risk** their real identity when playing games online. hide
6. **Identity theft** is offered to customers who don't want to pay for software. adware
7. People sometimes **hide** a question on a forum when they need advice. post

22. Complete the correct word or phrase next to its definition.

1. the act of getting back something lost
r...covery
2. to start something such as a company
e...stablish
3. something that causes data theft
m... c... --> malicious code
4. to examine or think about something again

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r.**eassess**

5. a violation

b**reach**

6. doing business over the Internet

e-**-commerce**

7. reveal, make known

m... p... --> **make public**

23. Point the correct continuation. Pay attention to the words in bold.

1. An **agenda** tells us.....

a. the time and place of the meeting

b. what we will discuss at the meeting

2. There is a **penalty** if you.....

a. reschedule your visit

b. don't pay on time

3. The passwords are **encrypted** in order to....

a. enrich the program

b. provide full security

4. **Real-time protection** should....

a. protect your computer from all viruses

b. update your database

5. **Cyber attacks** use damaging codes and malware to

a, install important information

b. change computer data

6. In order to **gain entry to** the system, you must....

a. have the correct password

b. have a third-party program

24. Complete the sentences with the words and phrases below.

virtual private network ● safeguarded ● attempted ● tools ● sensitive ● multi-factor authentication ● aware of

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1. To get money out of my bank, I need ...-my bank card and a password. --> multi-factor authentication
2. We weren't ... the problem until we tried to get into the Internet. aware of
3. Hackers ... to steal data from our customers. attempted
4. These are ... documents, so please don't make them public. sensitive
5. If the system isn't ..., It may be accessed by unauthorised users. safeguarded
6. Companies use a ... to communicate confidentially over a public network. virtual private network
7. I used these drawing ... to create the poster. tools

25. Say It! Write the sentences in your language.

1. Is there anything else that you're concerned about?
hay algo mas que te preocupe?
2. It's not 100% accurate.
no es preciso al 100%
3. When did you last download an update?
cuando desgargaste la ultima actualizacion
4. It sounds like we need to reassess the firewall settings.
parece que necesitamos revisar la configuracion del corta fuegos
5. You need to check for software updates at least once a month.
necesitas buscar actualizaciones de los programas al menos una vez al mes
6. You can set up your PC to monitor what the children are viewing.
puedes configurar tu ordenador personal para ver lo que ven los niños
7. A VPN network offers a much better level of security.
una red VPN ofrece un nivel de seguridad mucho mejor
8. I'll adjust the settings for you.
ajustare las configuraciones para ti

Grammar Practice

Present Simple Passive

26. Complete the chart with the past participle of each verb.

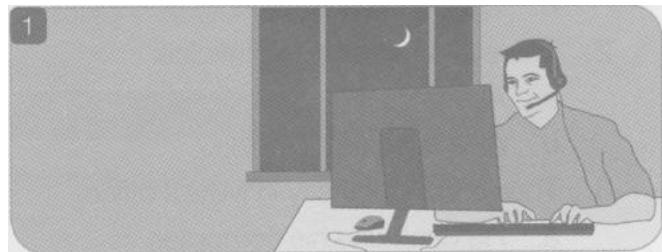
Verb	Past Participle
1. establish	established
2. put	put
3. improve	improved
4. do	done
5. tell	told
6. write	written
7. spend	spent
8. break	broken

27. Write sentences with the correct form of the verbs in brackets. Use the Present Simple Passive affirmative.

1. Anti-virus software ... (install) on every new computer. is installed
2. Networks ... (set up) by the IT department. are set up
3. Invoices ... (send) to customers at the end of the week. are sent
4. The shop floor ... (clean) once a day. is cleaned
5. Designs ... (modity) by the graphic artists. are modified
6. Laptops ... (keep) in this part of the shop. are kept
7. I ... (pay) my salary at the beginning of the month. am paid
8. Gifts ... (give) to employees at Christmastime. are given

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28. Write sentences about the pictures with the words below. Use the affirmative or negative form of the Present Simple Passive.



technical support / often / give / at night

technical support is often given at night



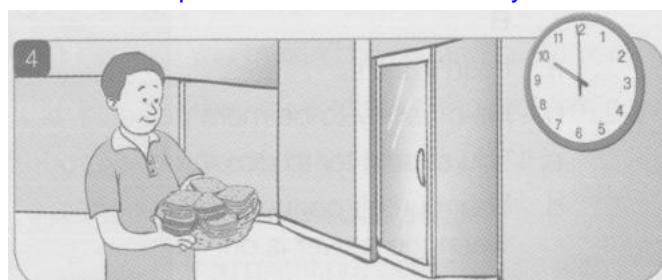
the printer / check / every week

the printer is checked every week



repairs / do / on Sundays

repairs are not done on Sundays



sandwiches / deliver / at ten o'clock

sandwiches are delivered at ten o'clock

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29. Write questions with the words below. Use the Present Simple Passive. Then match the questions in A to the answers in B.

A

1. why / Mrs Hunt's office door / lock

...? *why is Mrs Hunt's office door locked?*

2. when / lunch / serve

...? *when is lunch served?*

3. what / hardware / sell / here

...? *what hardware is sold here?*

4. the flight stick / include / in the price

...? *is the flight stick included in the price?*

5. where / the billing addresses / store

...? *where are the billing addresses stored?*

B

a. Yes, it is. *--> 4*

b. In the database. *--> 5*

c. Because she's not here today. *--> 1*

d. Computer peripherals. *--> 3*

e. From 12.00 to 2.00. *--> 2*

30. Mark the correct answer.

1. These scanners **make** / **are made** in China.
2. A router **needs** / **is needed** to operate this network.
3. We **give** / **are given** our regular customers a discount.
4. Computers in the office **back up** / **are backed up** every day.
5. The SafeSearch feature **filters** / **is filtered** the search results.
6. This laptop model **uses** / **is used** by many students.

31. Complete the sentences with the verbs in brackets. Use the Past Simple Passive.

1. This program ...**(create)** by our programmers. *was created*
2. The conference reservation ...**(make)** last week. *was made*
3. This repair ...**(not do)** correctly. *was not done*
4. The new gadgets ...**(review)** in the newspaper. *were reviewed*
5. The shop's hours ...**(not increase)** recently. *were not increased*
6. All the old peripherals ...**(dispose of)** last week. *were disposed*

32. Write questions for each answer. Pay attention to the words in bold.

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1. ...? [when were the goods sent?](#)

The goods were sent **two days ago.**

2. ...? [was the missing equipment found?](#)

No, the missing equipment wasn't found.

3. ...? [why was everyone sent at home?](#)

Everyone was sent home **because of the fire.**

4. ...? [where was given the job?](#)

Jane was given the job.

5. ...? [where were the sales held in london?](#)

The sales meetings were held **in London.**

33. Read the mini-dialogues and point the correct answer.

1. A: Where is the part we ordered?
B: It **lost** / [was lost](#) in the post.

2. A: Where did Mary put the invoices?
B: She **left** / [were left](#) them with the accountant.

3. A: Where are the new gaming accessories?
B: They **sold** / [were sold](#) yesterday.

4. A: How is the new programmer doing?
B: He **gave** / [was given](#) some positive feedback yesterday.

5. A: Is our network more secure now?
B: Yes. Some changes **made** / [were made](#) to ensure a better level of security.