

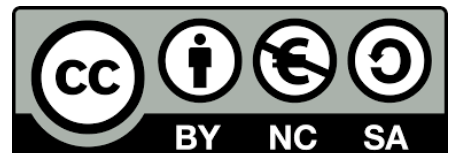


Online Safety. Protecting your Business.

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Technical English

1st C-VET Cross-platform application development



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Online Safety.

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

Online Safety	
Adware software malicioso	parental control control parental
block bloque	password protect proteccion de contraseñas
bulk e-mails correos masivos	Phishing estafa de falsos mensajes
corrupt corrupto	Post publicar
ensure asegurar	privacy settings opciones de privacidad
Fraudulent fraudulento	Profile perfil
hacker pirata informatico	risk (v) arriesgar
Hide esconder	Suspicious desconfiado, sospechoso
identity theft robo de identidad	thief (thieves) ladron
make public hacer publico	Trick broma
Monitor controlar	Undesirable indeseable

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" with navigation links for "BLOGS", "ADVICE", and "CONTACT". The "ADVICE" link is highlighted. A purple box contains 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 numbered sections:

- 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:
 - i. Phishing – fake or fraudulent e-mails to trick users into sharing their personal information like credit card details, user names and passwords.
 - ii. 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?

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
2. Katie
3. A SafeSearch filter
4. Many social media sites

B

- a. may not eliminate al inappropriate material³
- b. didn't know that parents can limit online access.⁴
- c. have got parental controls.²
- d. recommends filtering search results.¹

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
2. parental
3. make
4. privacy
5. password

B

- a. settings⁴
- b. public³
- c. protect⁵
- d theft¹
- e. control²

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

1. Think twice before you **make public** your private information.
2. Using **privacy settings** ,you can adjust what different people see on your Facebook page.
3. **Identity theft** is a very serious crime
4. **Password protect** your account with a combination of letters, numbers and symbols.
5. Fathers and mothers should think about putting **parental control** onto the family PC

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**
1. b. If you don't know the source of an e-mail. throw it out **It's similar**

2. a. **Phishing** messages look like they come from a reputable company.
 b. Reputable companies send messages as a way of getting more customers.**Not similar**
3. a. **Adware** collects information about users Internet activities
 b. Adware analyses which websites a user visits **Its similar**
4. a. **Thieves** can use your credit card details to purchase products from websites.
 b. Most people use their credit cards to purchase online today.**Not similar**
5. a. Companies often send out **bulk e-mails**.
 b. To get to all their clients, companies send out thousands of e-mails at the same time**Not similar**

9. Match A to B to form sentences.

A

1. You could meet undesirable people
2. A hacker can change
3. Fake e-mails can trick users into
4. Learn how to hide your online identity
5. You can post a helpful reply
6. You risk losing your privacy

B

- a. giving away vital information**3**
- b. on social networking sites.**1**
- c. when you share too much personal information**6**
- d. on this forum.**5**
- e. and be anonymous on the web.**4**
- f. information on your computer system,**2**

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)

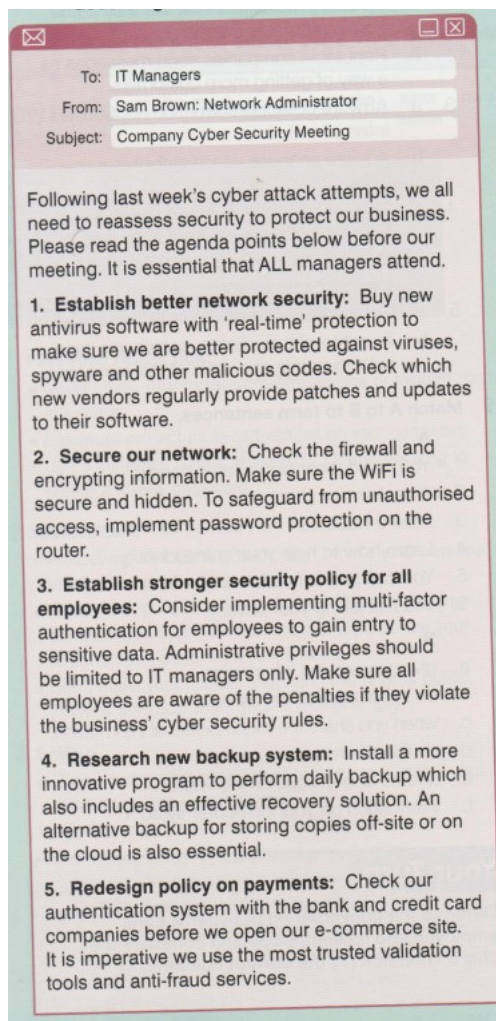
Who...?	Client	Bank Employee
1. reported the scam	✓	
2. was suspicious because of the logo	✓	
3 knew about the phishing		✓
4. wanted to prevent this from happening again		✓
5. wil adjust the filters	✓	

Software

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

CYBER SECURITY	
Agenda Orden del dia	multi-factor authentication metodo de autenticacion
Attempt intentar	Penalty penalizacion
aware of ser consciente de	real-time protection proteccion en tiempo real
Breach infiltrar//violar	Reassess reevaluar
cyber attack ataque de cyberseguridad	Recovery recuperacion
E-commerce comercio electronico	Safeguard salvaguardar,proteger
Encrypt encriptar	Sensitive sensitivo
Establish montar//establecer	Tools herramientas
gain entry to obtener acceso a	VPN (Virtual Private Network) Red privada virtual
malicious code codigo malicioso	

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.

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)

- A **10B:** Yes. How else can we make sure our network is completely secure?
- 11A:** You should consider installing a VPN - a virtual private network. It offers a much better level of security.
- 12B:** How does that work?
- 13A:** It works as a private network, even though you are using a public network.
- B **1A:** Hi, Mathew. What seems to be the problem?
- 2B:** Well Jack, last month we had a serious security breach even though we had installed new anti-virus software.
- 3A:** When did you last download an update?
- 4B:** Oh! I'm not sure.
- 5A:** You need to check for software updates at least once a month
- C **6B:** OK, I'll get the IT staff to check that
- 7A:** Is there anything else that you're concerned about?
- 8B:** Yes, some employees have complained that sometimes they can't access all the programs they need.
- 9b** 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. **False**
2. Mathew updated his new anti-virus software last month. **False**
3. Employees now get increased access to more programs. **Not appear**
4. Adjusting the firewall settings will prevent the employees from accessing programs. **True**
5. Jack recommends reducing risk by using a private network. **False**

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)

safeguarded ● gain entry to ● establish ● agenda ● attempted

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

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

B

- a. for software developers.⁶
- b. can help you find deleted files.⁵
- c. damage data, files and computing systems.⁴
- d. over the Internet.²
- e, built over a public infrastructure.⁷
- f. it will be protected.³
- g can cause chaos.¹

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?

B: Yes. I am ¹ aware of the problem, so I've got some good ² real-time protection .

A: Have you considered using ³ multifactor 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 reassess last week, so our company is very ⁵ sensitive about security. I can't give you my password.

B: What's the for ⁶ penalty doing this?

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

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

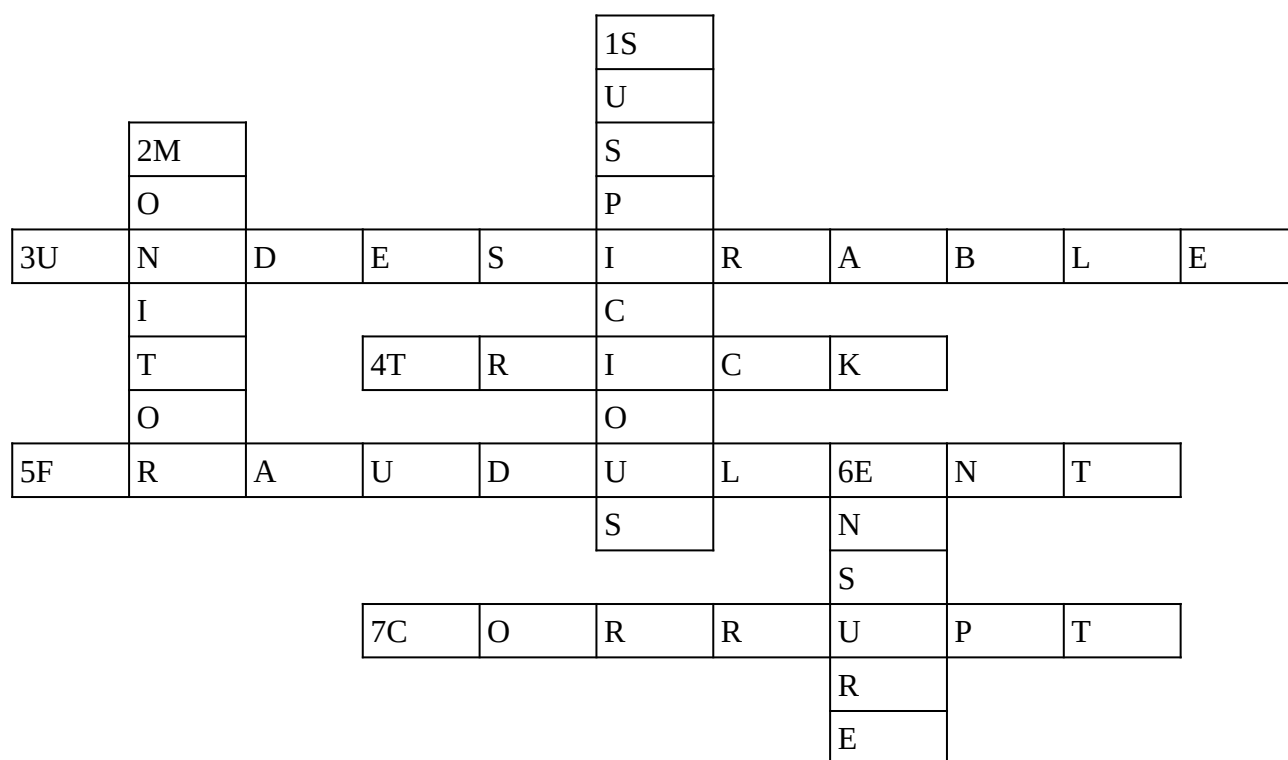
20. Complete the puzzle according to the clues.

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.



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. [Spam](#)
2. **Adware** can happen if you don't keep your personal information private. [Phising](#)
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. ____
6. **Identity theft** is offered to customers who don't want to pay for software. ____
7. People sometimes **hide** a question on a forum when they need advice. ____

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

1. the act of getting back something lost
[Recovery](#)
2. to start something such as a company
[Establish](#)
3. something that causes data theft
[Malicious code](#)

4. to examine or think about something again

Reassess

5. a violation

Breach

6. doing business over the Internet

e-commerce

7. reveal, make known

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

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

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 100% preciso

3. When did you last download an update?

Cuando descargaste la ultima actualización?

4. It sounds like we need to reassess the firewall settings.

Eso suena a que hay que revisar los ajustes de cortafuegos

5. You need to check for software updates at least once a month.

Necesitas revisar las actualizaciones del conjunto de programas almenos una vez al mes

6. You can set up your PC to monitor what the children are viewing.

Puedes establecer tu ordenador para controlar que estan viendo los niños

7. A VPN network offers a much better level of security.

Una VPN ofrece tiene mayor nivel de seguridad

8. I'll adjust the settings for you.

Ajustare la configuracion 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.

Anti-virus software is installed on every new computer

2. Networks ...(set up) by the IT department.

Networks are set up by the IT department

3. Invoices ...(send) to customers at the end of the week.

Invoices are sent to customers at the end of the week

4. The shop floor ...(clean) once a day.

The shop floor is cleaned once a day

5. Designs ...(modify) by the graphic artists.

Designs are modified by the graphic artists

6. Laptops ...(keep) in this part of the shop.

Laptops are kept in this part of the shop

7. I ...(pay) my salary at the beginning of the month.

I am paid my salary at the beginning of the month

8. Gifts ...(give) to employees at Christmastime.

Gifts are given to employees at Christmastime

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



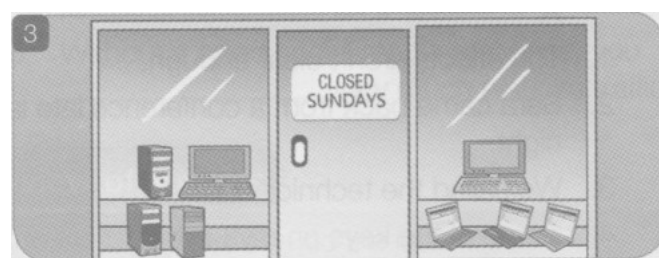
technical support / often / give / at night

Technical support are often given at the night



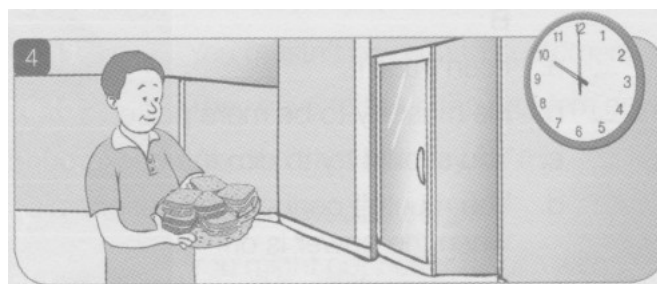
the printer / check / every week

The printer are checked every week



repairs / do / on Sundays

Repairs aren't done on Sundays



sandwiches / deliver / at ten o'clock

Sandwiches are delivered at ten o'clock

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 server?**
3. what / hardware / sell / here
...? **What are hardware 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 is the billing addresses stored?**

B

- a. Yes, it is.
 - b. In the database.
 - c. Because she's not here today.
 - d. Computer peripherals.
 - e. From 12.00 to 2.00.
- 4-A
5-B
1-C
3-D
2-E

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

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

1. ...? **When** are sent the goods?

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

2. ...? **Is** the missing equipment found?

No, the missing equipment wasn't found.

3. ...? **Why** are everyone sent at home?

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

4. ...? **Who** was given the job?

Jane was given the job.

5. ...? **Where** is the sales meetings held?

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.