Searching the Internet, downloading information, & safety precautions

An introduction

on demand community

Agenda

1. Searching the Internet
2. Downloading from the Internet
3. Safety on the Web

1

Searching the Internet

What do you know about searching the Internet?

- Search engine names
- Search tips and techniques

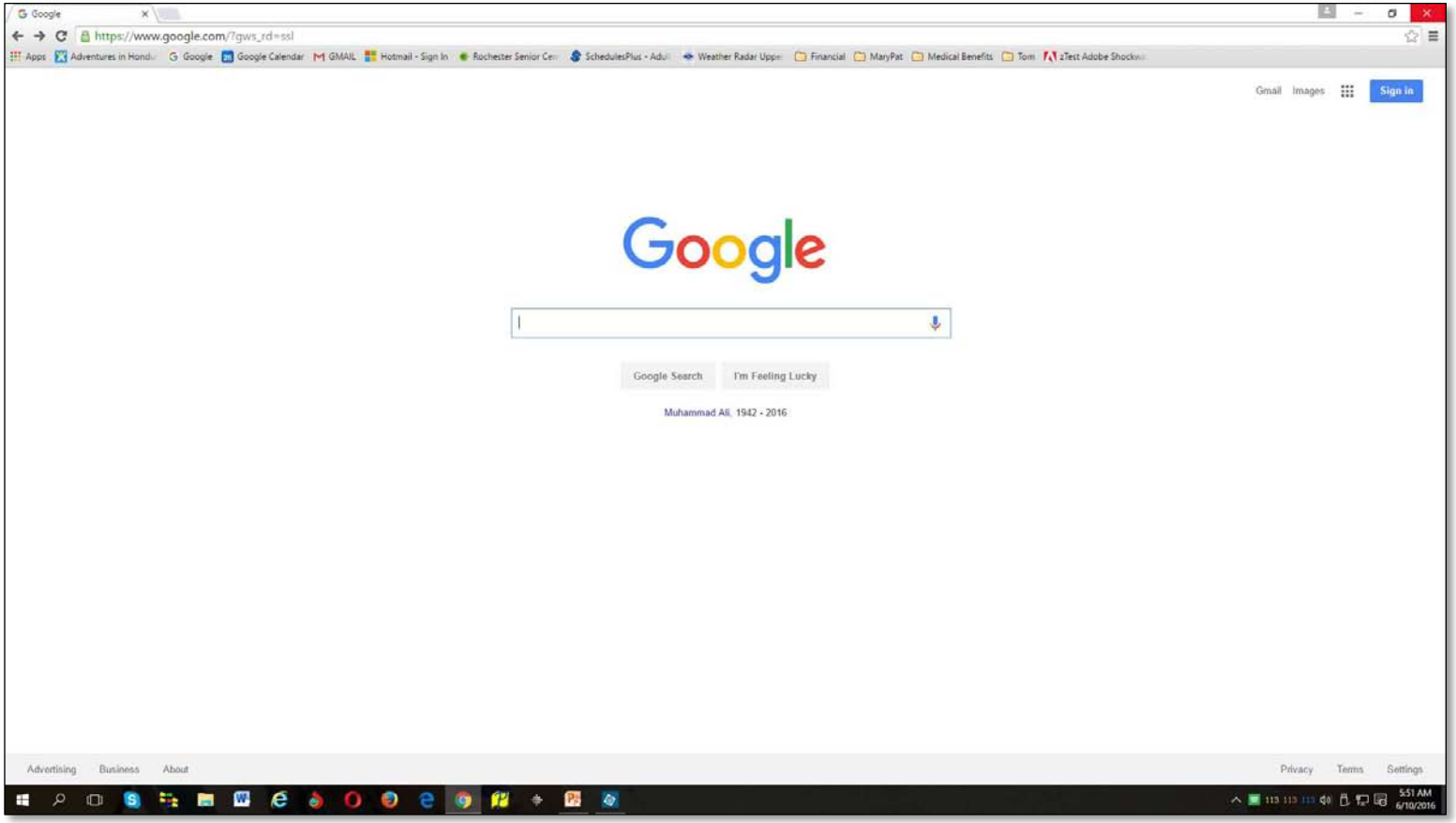
What are search engines?

- The Internet provides some useful tools to find information we need: These are called search engines.
- A search engine helps you to find information. However, you need to make sure you're clear on what that information is.
- Search engines do not really search the World Wide Web directly. Instead, what they do is…
  - Search a database of the full text of webpages
  - Use computer robot programs called spiders, which find the pages to include in their databases by following links on pages that already are there.
- If a webpage is new and never linked to by any other pages, a spider cannot find it.
- **Activity:** Search terms

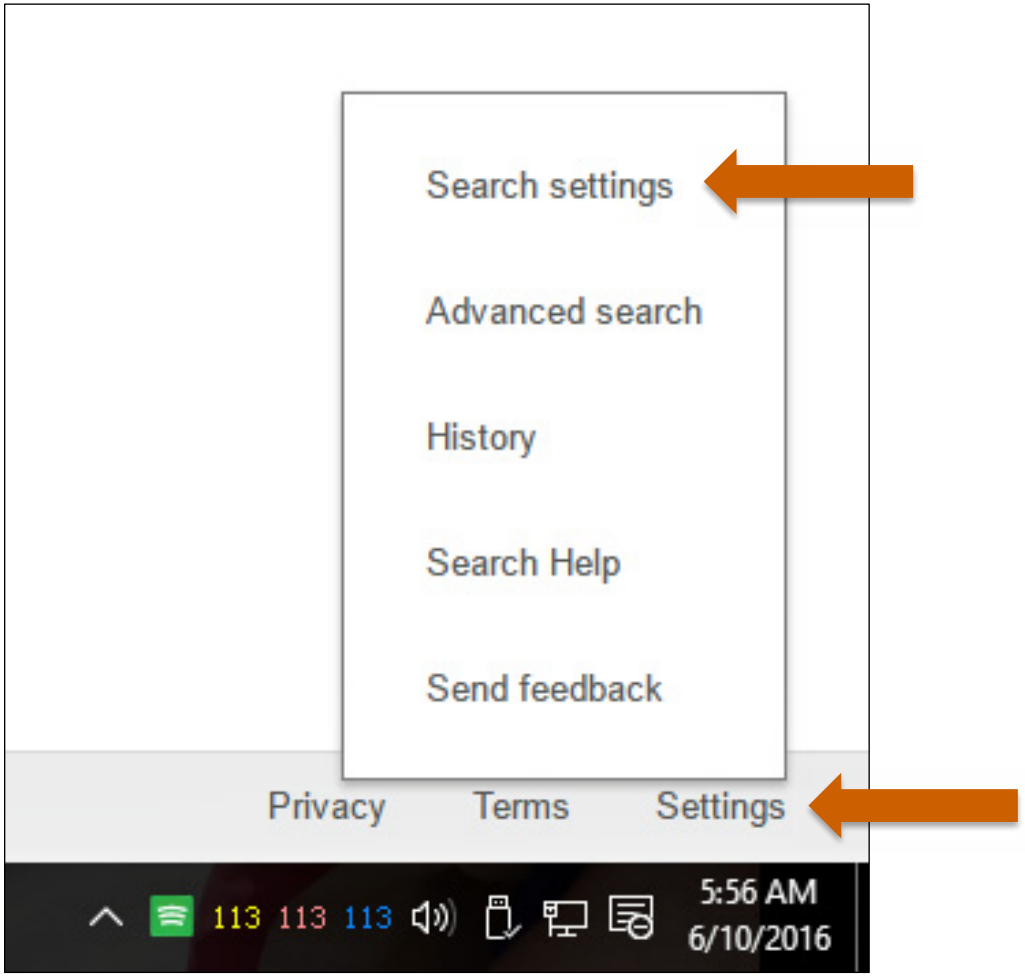
Some search engine names

- Google www.google.com
- Bing www.bing.com
- Yahoo www.yahoo.com
- Ask www.ask.com
- Dogpile www.dogpile.com

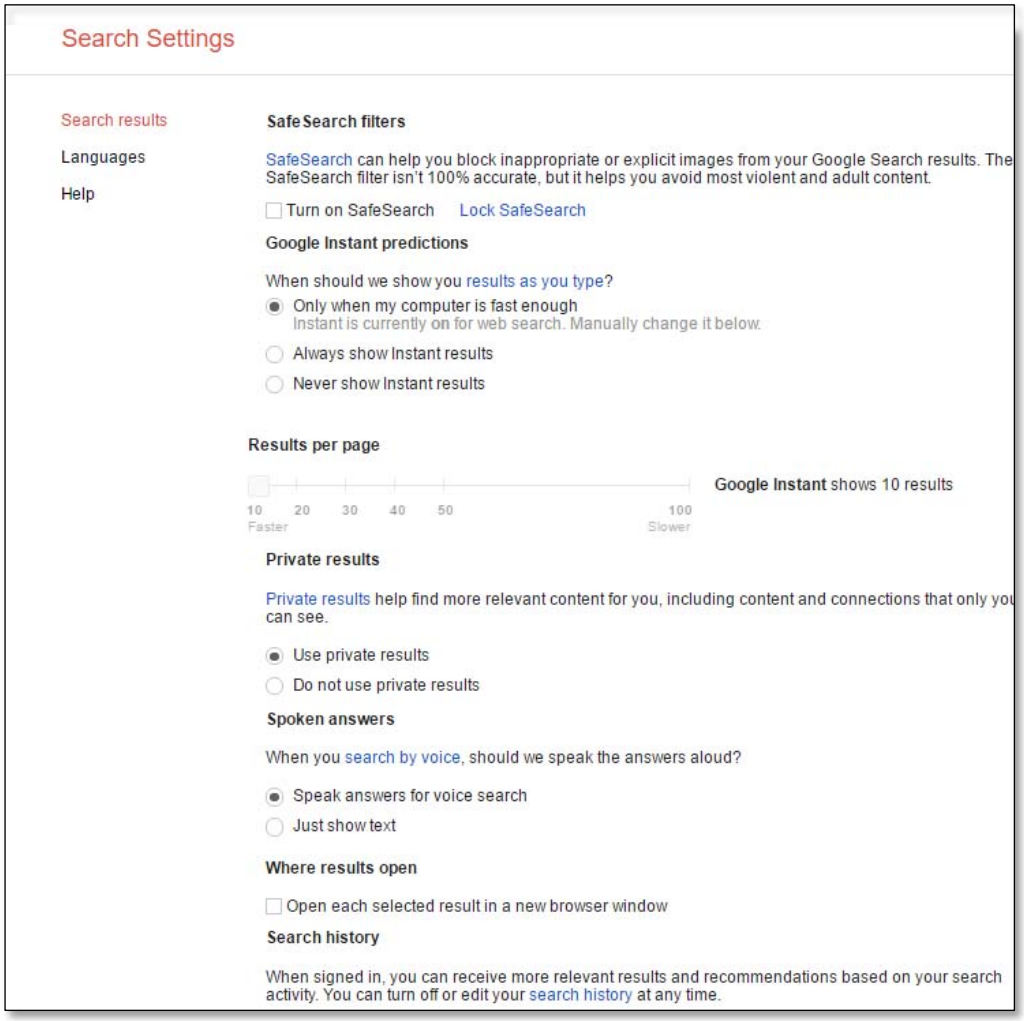
Search engine example



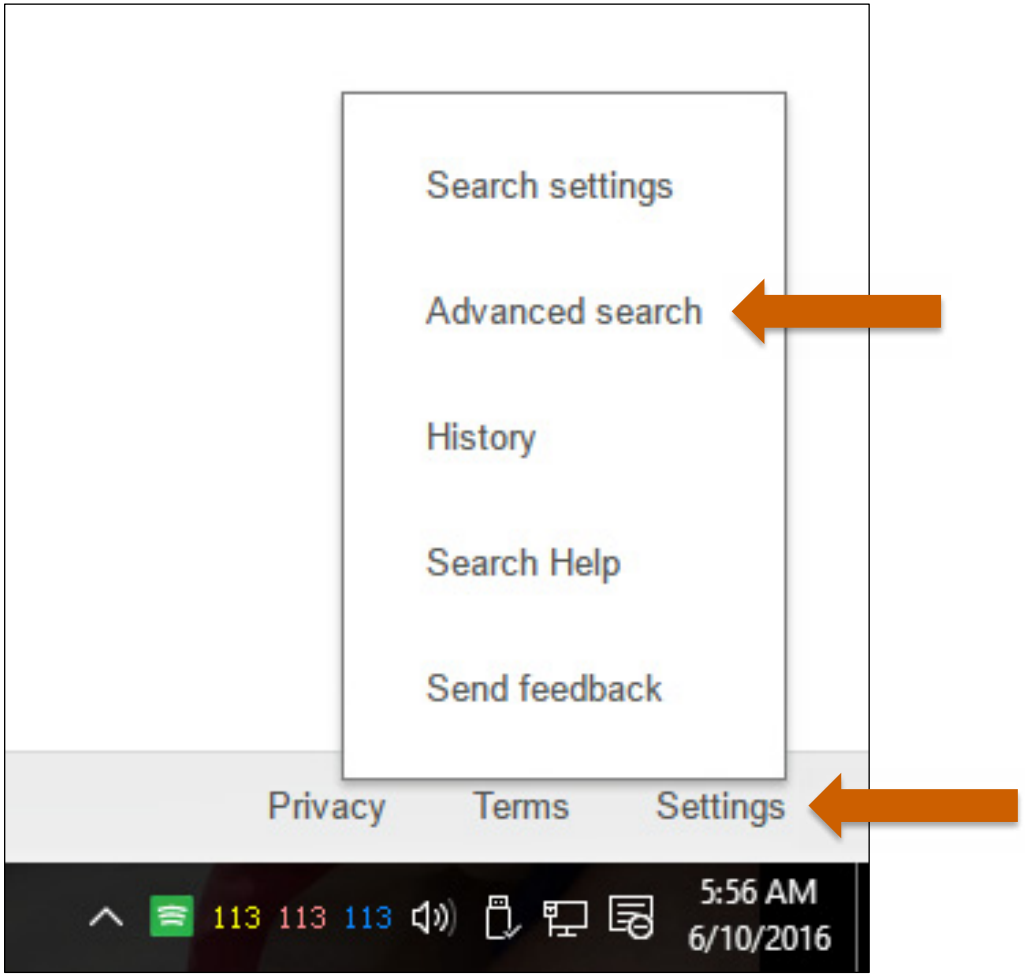
Google search engine settings



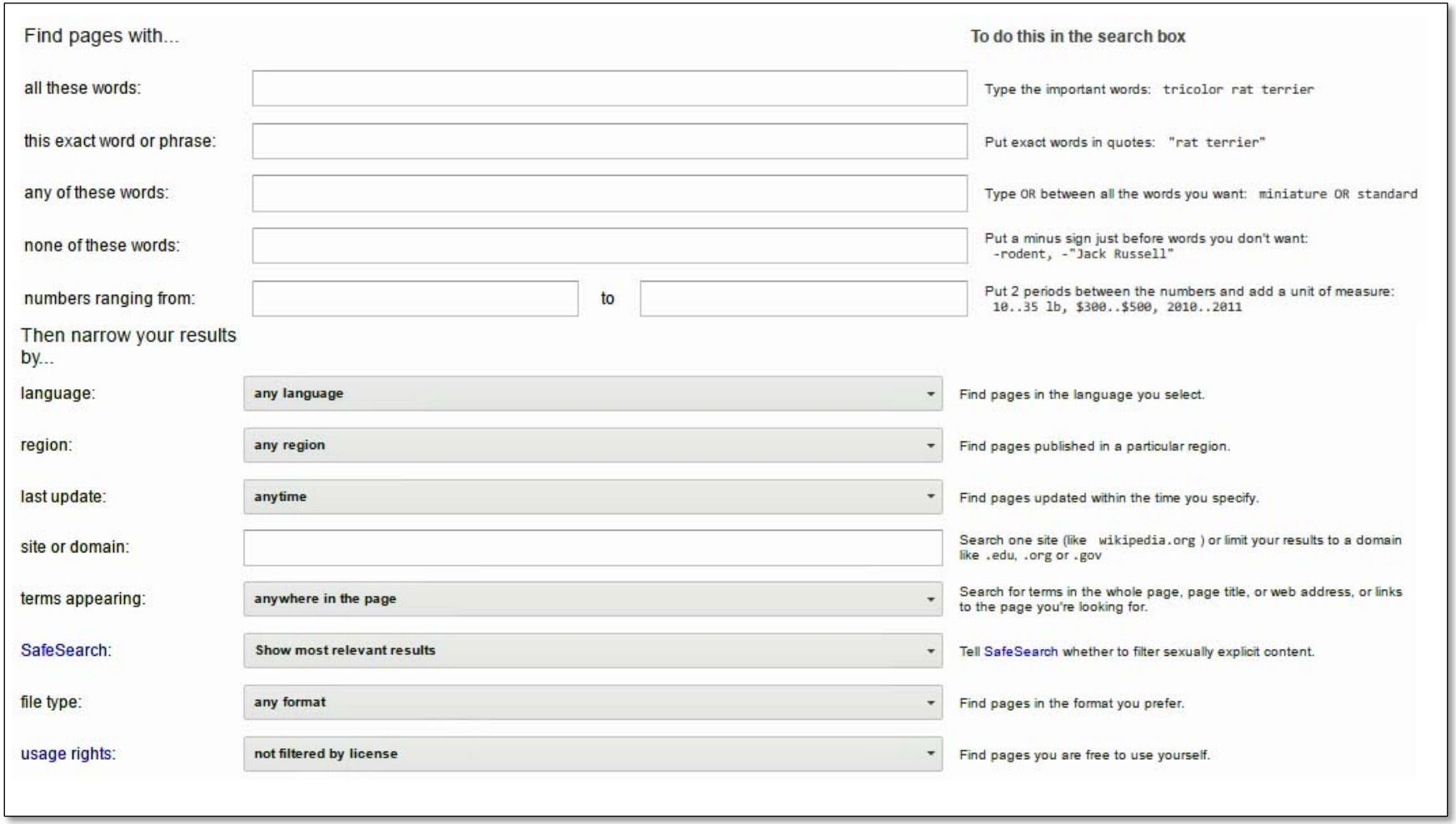
Google search engine settings



Google advanced search



Google advanced search



Using search engines

- General searches: Movies
- Specific results: 2011 academy award for best picture
  - It is safest to go with a specific search
- Quotation marks: “Tom Cruise and Mission Impossible”
- + sign: Indiana Jones +Ark
  - To ensure your exact words are found, use quotation marks or use the “+” sign in front of the word.
- – sign: James Bond movies –Moore
  - To exclude results, use the “-” sign. This example finds results on James Bonds movies excluding results about Roger Moore.
- **Activity:** Perform a search using a combination of these techniques. (Example: Academy awards +“best actress” -2011)

Is everything on the Internet useful?

- Your Internet searches will return thousands or millions of results. Not all of those results are helpful.
- There are many, many websites full of dubious, flawed, propaganda-based or just way-out-there content. You need to be critical and discriminating when you search the Web for information. Like everything in life, it's a good idea not to take everything at face value.
- Many of your search results will be:
  - Advertisements that look like search results
  - Paid keywords – words that advertisers have "bought" so their website will appear higher in search results
  - Websites that look like informational sites, but are commercial

How do you know what is useful?

- A few guidelines will help you separate the useful results:
  - Look for government website names and suffixes (i.e., Department of Health, .gov)
  - Prominent not-for-profit websites (i.e., Red Cross)
  - Other reliable websites, commonly used websites
- It's ultimately up to you to decide what is useful and what is not. Ask yourself:
  - Who is presenting this information? What agenda(s) would they have?
  - How would they be hoping to benefit from putting this information on the Web?
  - Do they expect anything from me? If they do, are they reputable?

2

Downloading from the Internet

What does “downloading” mean?

- When you download something, you are saving a file on your computer’s hard drive.
- Once you download a file, you can use it on your computer:
  - You can watch downloaded video files.
  - You can print downloaded images, or use them in documents.
  - You can listen to downloaded music files.
  - You can download program files to run programs on your computer.
- Some files are dangerous to your computer. (We’ll discuss those later.)

What types of files can you download?

- pdf Portable document format
- doc Microsoft Word document
- lwp Lotus Word document
- mdb Microsoft Access Database
- wav Waveform Audio Format
- rm Real media using RealPlayer
- swf Shockwave movie player
- exe Executable file
- mov Quicktime movie
- avi Audio and video
- zip Compressed zip files
- xls Microsoft Excel
- 123 Lotus spreadsheet
- mp3 Audio file

Freeware and shareware resources

- **Tucows**

  www.tucows.com/downloads
- **Shareware.com**

  www.shareware.com
- **Download.com** (from CNET.com)

  www.download.com

Downloading an image file

- It's easy to download any image from any webpage *which allows you to use images:*
- Place your cursor over the image.
- Click once on the right-mouse button, to see these options:
  - Open image in new tab
  - Save image as…
  - Copy image address

3

Safety on the Web

Is everything safe to download?

- You can't trust all files that are available to download. Some files can harm your computer.
- Malware is short for "malicious software," or programs that can disrupt your computer's operation, steal sensitive information, or access system resources. There are many categories of malware: viruses, worms, Trojan horses, spyware and others.
- How to protect yourself:
  - Never open an e-mail attachment from someone you don't trust.
  - Never download a file unless you are absolutely sure it is safe.
  - Equip your computer with antivirus software. Most antivirus software will notify you which websites are safe or not.
  - Make sure you enable your firewall.

Don’t be a victim

- Download popular software that is designed to keep your computer safe.
  - Windows 10 – Windows Defender (built-in)
  - Microsoft Security Essentials
  - Norton anti-virus
  - Malwarebytes Anti-Malware
  - AVG
- Download/install regular updates.
- Regularly run your anti-virus program to ensure your computer and files are safe.

How to know when a website is safe

- eBay https://signin.ebay.com/
- Yahoo https://login.yahoo.com/config/login/...
- PayPal https://www.paypal.com/...
- Hotmail https://login.live.com/
- ScotiaBank https://www.scotiaonline.scotiabank.com/

How to know when a website is safe

- Web addresses: fake vs. real
- Examples of real online purchasing/viewing sites:
  - eBay: http://pages.ebay.com/help/index.html
  - Kijiji: http://toronto.kijiji.ca/f-cars-vehicles-W0QQCatIdZ27
  - Amazon: http://www.amazon.com/books-used-books-textbooks/b? ie=UTF8&node=283155
- Examples of fake online purchasing/viewing sites:
  - http://page.@ebay.com
  - http://toronto.kijiji.ca@10.19.32.4/
- When in doubt, start at the home page

Dangers in your e-mail

- Not everyone who contacts you via e-mail has good intentions. Many people can get ahold of your e-mail address and use it for unethical purposes.
  - **Phishing:** This is a way of trying to acquire your personal information in order to access your bank account. E-mails or instant messages made to look like they are from your bank or credit card company will lure you to a “fake” bank site and ask you to enter your account information.
  - **Advance-fee fraud:** This is an e-mail scam in which someone contacts you and asks for you to wire them money, upon which you will be rewarded with a larger sum of money. Advance-fee fraud is an old confidence trick that has moved to e-mail during the past decade.

Dangers in your e-mail

- Never give out any personal or financial information via e-mail to someone you do not know or trust. This includes:
  - Social security number
  - PIN number
  - Credit card numbers
  - Bank account numbers
  - Account passwords
- Reputable companies will never ask for this information in an e-mail.

Dangers in your e-mail

Fake e-mail

- Fake e-mails often ask you to reply to the message with confidential information.
- They often have an urgent tone and threaten account suspension if you don't update your information right away.
- They might include attachments.
- They often have a generic greeting like "Attention eBay member."

Real mail (eBay)

- We won't ask you to provide confidential information by e-mail.
- Any messages from us requesting information will also be in the "messages" tab in "My eBay." If an e-mail seems suspicious, check to see if it's there. If it's not, it's fake.
- Our e-mails never include attachments.
- Our e-mails usually greet you by the first and last name you registered on your eBay account, and your eBay user ID.

Fake eBay registration form (phishing)

Family safety resources

- GetNetWise

  http://.getnetwise.org
- SafeKids.com

  http://safekids.com/child-safety-on-the-information-highway
- Safety quiz for kids

  www.safekids.com/quiz
- Klick Safe project (click English for translation)

  www.KlickSafe.de
- Related information at www.ibm.com/volunteer

on demand community

Launched in 2003, IBM’s community service initiative supported 16 million hours of volunteer work by nearly 250,000 volunteers in its first decade worldwide. It's an innovative approach to corporate philanthropy, but at its heart is IBM's traditional belief that we all can, and should, share what we know to make a difference in our communities.

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