

# Blacktown City **Libraries**

Welcome to  
Blacktown City Libraries

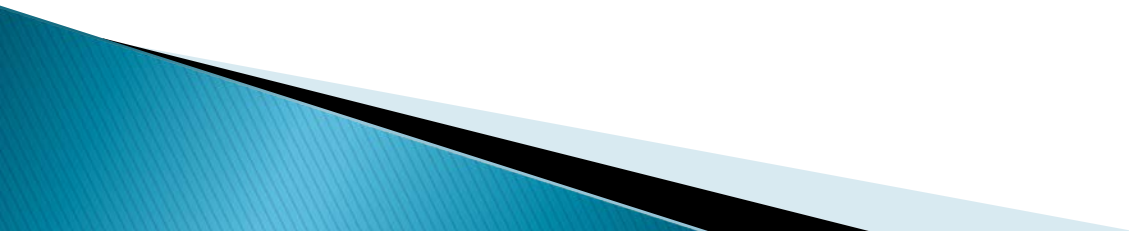


# PC Safety & Security

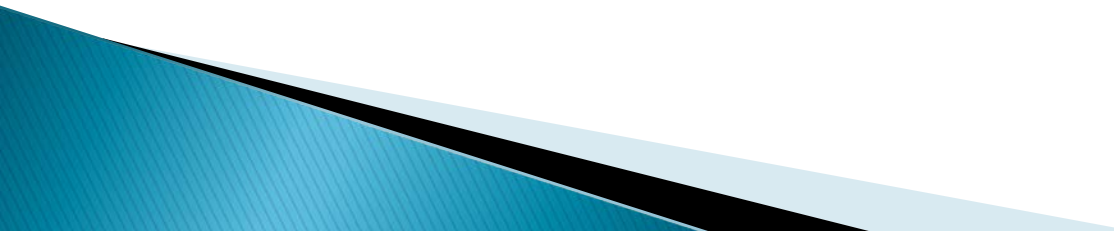


Please switch your mobile phone to silent.

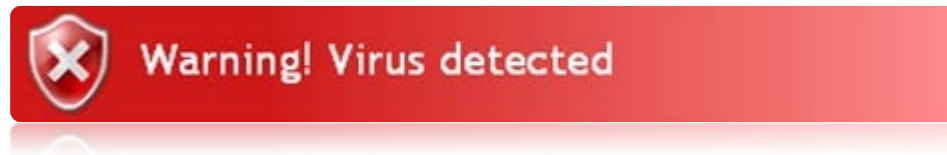
In the event of an emergency, please follow the directions of library staff.



# PC Safety & Security Course Content

- ❑ This is a basic introductory course to provide you with the information you need to prepare your computer with efficient security.
  
  - ❑ We will cover :–
    - How to protect your Computer
    - What is a security threat
    - Where does Malware come from
    - Why do you need anti-virus software
    - Safety tips to securing your Computer
    - Current online scam examples & What to look out while on the internet.
- 

PC Security threats are a common in this day and age, we are currently in the 21<sup>st</sup> century and Technology is becoming a larger issue then ever before.  
There are many threats which affect PC's in general.



### **A Threat can be:**

- ▶ Malware
- ▶ Trojan virus's
  - ▶ Spyware
  - ▶ Phishing
- ▶ Spamming

# Where do these threats comes from?

Malware can come from almost everywhere on the internet. The most common places are:

- ▶ Peer 2 Peer Program.
  - ▶ Torrents.
  - ▶ Emails.
  - ▶ Websites.
- ▶ Software downloaded from the internet.
- ▶ Sharing software and/or storage devices (e.g. USB flash drives) that are infected.



# Malware

The general term of “Malware” is short for “malicious software” and covers viruses, Trojan horses, worms, spyware, adware, etc. The term “computer virus” is generally been used to cover all forms of malware.



# Spyware

Another type of malicious software is “Spyware”. Spyware is an internet spy, it watches what you do on the internet and then sends the information gathered back to the web without your permission.





# Spam

Spam is the common term for electronic ‘junk mail’—unwanted messages sent to your email account or mobile phone. Under Australian law, spam is defined as ‘unsolicited commercial electronic messaging’.



# Avoiding Spam

If you receive an email & the subject line or sender looks suspicious, it is safest to delete it immediately without opening it.

Do not reply, and do not click on any links, including 'unsubscribe' links; doing so may result in even more spam.

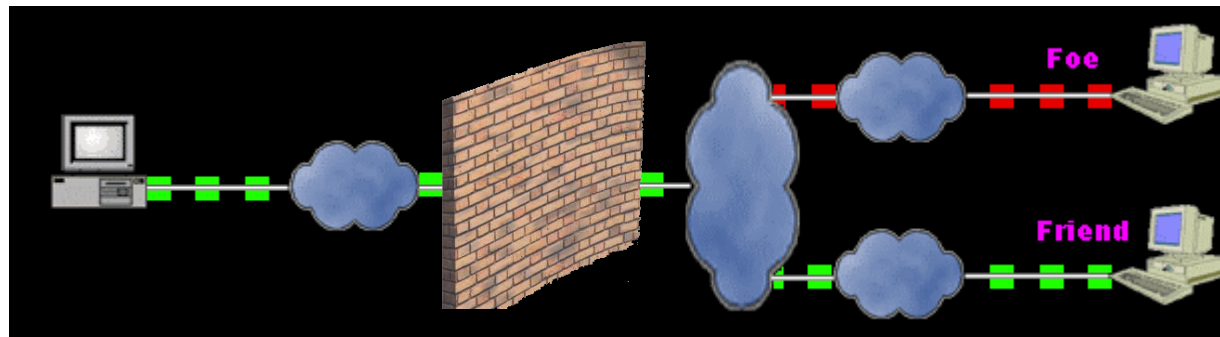
Do not buy spam-advertised products or services as many are fraudulent and buying them only encourages more spam.



# Firewall

Another important part of protecting your computer is using a “firewall”. A firewall checks which website and software are trying to access your computer and helps prevent any unauthorised access.

There is a firewall installed with Windows (XP, Vista, 7, 8) and Apple Mac (OS X) that provides basic protection.



# PC Anti-Virus Protection

Virus protection is the main category of protection.  
Detection rate should be near perfect!

What does Anti-Virus protection look for?

Active scanning  
Unusual hard drive activities  
Malware  
Infectious cookies

Anti-Virus protection should be installed on your PC  
and always updated.



# Security Software

To protect your PC an essential piece of Security software you will need is an anti-virus/security suite program.



# Passwords

To create a strong password use a combination of letters, numbers for your passwords and change them frequently.

A good thing to remember is using any single word or easy number combination, for example your pet's name or your birthday, makes it easy for scammers.

To find out how secure the password you have chosen is go to this link and test some of your chosen passwords:

<http://www.passwordmeter.com/>



## 5 Steps to avoiding identity theft online

- ▶ Always visit the website of an organisation by typing the web address into your browser
- ▶ Treat social networking sites in the same way as face-to-face meetings
- ▶ Disable pop-ups in your browser
- ▶ Make your passwords hard to guess
- ▶ Always click the “Log out” button when banking







# VIDEO

[http://www.internetbasics.gov.au/how\\_to\\_stay\\_safe\\_on\\_the\\_internet/protecting\\_your\\_computer](http://www.internetbasics.gov.au/how_to_stay_safe_on_the_internet/protecting_your_computer)

# Paypal Phishing email

<input type="checkbox"/>		From	 Subject	Date	 Size
<input type="checkbox"/>	*	Security Center	PayPal Accounts Management !!	6:24 AM	4KB



Dear valued PayPal member,

It has come to our attention that your PayPal account information needs to be updated as part of our continuing commitment to protect your account and to reduce the instance of fraud on our website. If you could please take 5-10 minutes out of your online experience and update your personal records you will not run into any future problems with the online service.

However, failure to update your records will result in account suspension. Please update your records on or before **March 10, 2010**.

Once you have updated your account records, your PayPal session will not be interrupted and will continue as normal.

To update your PayPal records click on the following link:  
[http://www.paypal.com/cgi-bin/webscr?cmd=\\_login-run](http://www.paypal.com/cgi-bin/webscr?cmd=_login-run)

Thank You.  
PayPal Update Team

Accounts Management As outlined in our User Agreement, PayPal will periodically send you information about site changes and enhancements.

Visit our [Privacy Policy](#) and [User Agreement](#) if you have any questions.

Copyright 1999-2010 PayPal. All rights reserved.



ANZ noreply@anz.com via kredisepeti.net  
to ▾

**⚠ Be careful with this message. Similar messages were used to steal people's personal information. Unless you trust the sender, don't click**



Dear ANZ Customer,

Over the past few weeks we have been quietly improving ANZ online to make sure you are getting the best online banking experience possible and we chose all ANZ clients to take part in our survey about ANZ. In return we will give \$250 eDine Discount Vouchers - Just for your time! Helping us better understand how our customers feel benefits everyone. With the information collected we can decide to direct a number of changes to improve and expand our online service. We kindly ask you to spare two minutes of your time in taking part with this unique offer!

SERVICE: ANZ \$250 eDine Discount Vouchers.  
EXPIRATION: 17 - November - 2014

## Confirm Now

your \$250 eDine Discount Vouchers with ANZ Bank reward points services.(allow us for 7-21 bussines day to validate your credentials)  
Please do not reply to this message.  
For any inquiries, contact Customer Service.  
Document Reference: (87051203).

[Website Terms of Use](#) | [Privacy and website security](#) ©

Australia and New Zealand Banking Group Limited (ANZ) 2014 ABN 11 005 357 522. ANZ's colour blue is a trade mark of ANZ

## Your Classic version of BT Yahoo! Mail is closing. You need to upgrade now

Hello,

The Classic version of BT Yahoo! Mail will be replaced by our new version on 14 July 2013. So it's time to upgrade, before you lose your email access.

### When you upgrade your BT Yahoo! Mail

Your email service won't be affected and you'll keep all your old contacts, folders and messages. Plus you'll get:

~~faster~~ email

~~the~~ latest spam protection

~~unlimited~~ email storage.

### How you upgrade

Click on the link below and follow the instructions. You'll also need to agree to some new terms and conditions.



If your browser displays a message saying it won't support the new version of BT Yahoo! Mail, you'll need to [update your browser](#) (it's easy and free) then you can go on to [upgrade](#).

### If you don't upgrade now

If you want to carry on getting your emails, you need to upgrade now, because the Classic version of BT Yahoo! Mail will stop working after 14 July.

Thanks for choosing BT.

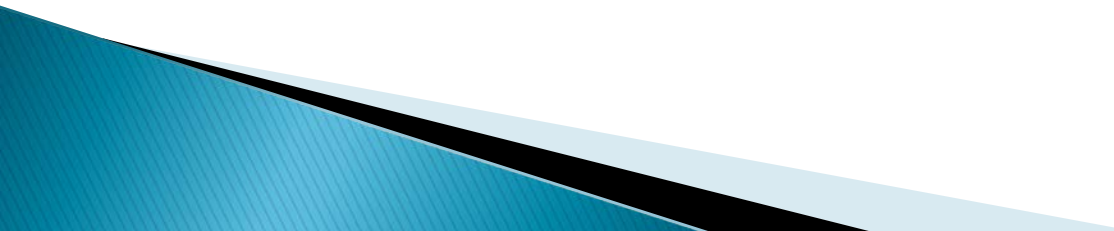
Warren Buckley

# Reporting suspicious Spam

You can make an enquiry or complaint by completing the online form at

[www.spam.acma.gov.au](http://www.spam.acma.gov.au).

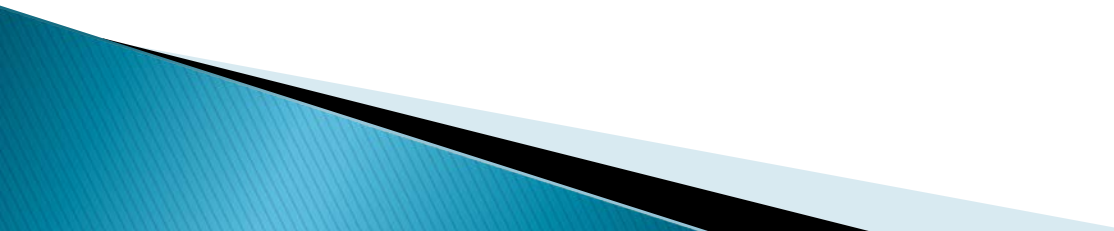
The online complaint form outlines the information that the ACMA requires from you, and provides an option for you to indicate if you would be willing to assist the ACMA in any enforcement actions that may be initiated against the spammer



# Reporting suspicious Scam

The SCAMwatch ACCC Infocentre on 1300 795 995\*

Operates from 8.30 am to 6pm EST weekdays, except National public holidays. Due to high call volume, you may experience a wait time.

- ▶ Call this number if you:
  - ▶ cannot find the information you need on the SCAMwatch website (<http://www.scamwatch.gov.au/>)
  - ▶ have a question or concern
  - ▶ are in the process of sending money and are unsure if it is a scam
  - ▶ have lost money or have not received goods or services that you paid for
  - ▶ are the victim of a scam or are concerned about someone who you think has been scammed
- 

# Blacktown City Libraries

- ▶ Max Webber
- ▶ Mt Druitt
- ▶ Lalor Park
- ▶ Riverstone– Our Digital Hub
- ▶ Dennis Johnson

▶ **FREE WIFI AVAILABLE AT ALL BRANCHES**





# Thank you for attending

Please fill in your feedback form.

Don't forget ... your mobile phone is on silent.

