# ONLINE BASICS
## DIGITAL LEARNING SESSIONS

Name:

Version 3

**Disclaimer:**

*All activities in this session are voluntary and are offered for educational purposes only. You are not required to participate in any activities, and you should only participate if you want to.*

*During the session, you may be invited to create an online account or sign-in to a service provider's website. We recommend you familiarise yourself with that organisation's privacy policy before doing so. Please speak with your facilitator if you would like further information.*

*While Australia Post has taken care to ensure the information in this publication is accurate, Australia Post does not represent that the information should be relied upon as accurate, complete or up to date. As the information has been prepared without taking into account your objectives, situation or needs, you should consider its appropriateness before acting on the information. Information in this publication about Australia Post or a third party's products or services is provided for educational purposes only, and does not represent a promotion or endorsement of those products or services.*

# Contents

# Today's Session

- Awareness about technology and give you the confidence and skills to use it

- How going online can help you to learn, shop, connect and make day to day easier

- How to feel safer online

- Practise setting up an account or using an online program

- Know where you can go for further help

**Date & Venue:**

......................................................................................

**Trainer(s):**

......................................................................................

Section One

# Technology
# Then and Now

# Technology
## Then and Now

From cinemas to downloaded movies on your SmartTV or computer

From photo albums to electronic storage

From maps to Global Positioning System - GPS

# Technology
## Then and Now

**From libraries to internet search engines**

**From waiting in line to instant services online**

**From written letters to email**

# **Tech Talk** – Made Easy

## **What am I...**

Match the statement in the yellow boxes below (1-7) with the appropriate box on the right (A-G) by connecting with a line

**1.** I am a small, specialised program downloaded onto your mobile device

**2.** I connect you with friends and family, and allow you to share information, opinions and pictures, send and receive instant messages and post updates about your life

**3.** I connect you with businesses and other professionals to look for employment or to share knowledge

**4.** I connect you to a range of Australian Government services with one username and password, all in one place

**5.** I am all about a particular topic of interest and am written in a more casual or personal tone

**6.** I give you a lot of information and may be able to interact with you a little

**7.** I connect you with friends and family, and allow you to send and receive instant messages, video and voice calls

**A.**

**B.** **Blogs**

**C.** **Skype**

**D.** **Apps**

**E.**

**F.**

**G.** **Linked** in

Topic one

# What's in it for me
# To Go Digital?

# Connecting Online

# Learning Online

# Shopping Online

# Supporting my day
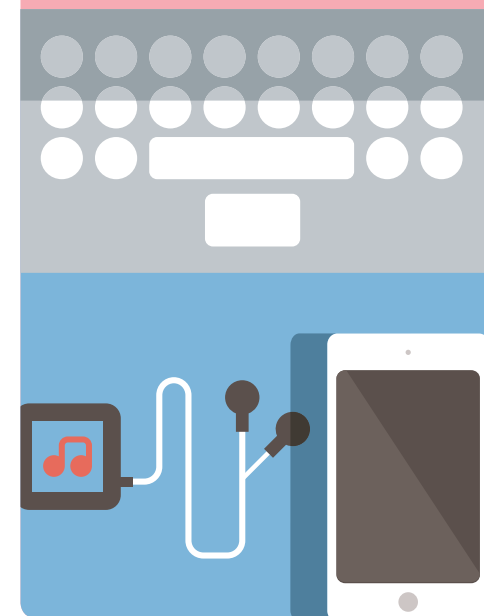
## Connecting Online

I want to be able to chat to friends and family online

**Some examples include:**

- Messenger
- Viber
- What's App
- Facetime
- Facebook

- Twitter
- Instagram
- Skype
- Snapchat
- Linkedin

# Learning Online

I want to learn more about topics that interest me

**Some examples include:**

Google

YouTube

Pinterest

Udemy.com

Lynda.com

MyLearningHub

GODIGI.ORG.AU

# Learning
# Online

## Quick tips

- Remember some apps and websites are more reputable than others

- You can find fun ways to exercise your brain and learn new things

- You can learn at your own pace and at any time it suits you

- You can join online "communities" or "Alumni" – groups of people who have had similar learning experiences

- You can try different methods of learning including videos, reading, online tutoring, visual and audio

**Notes:**



### Search term ideas

**Try searching for...**

- Adult learning
- Education
- Learn
- Teach
- Video

# Shopping Online

I want to purchase things online.
I want to access free or swapped goods online

**Some examples include:**

DAVID JONES **Major Retailers**

ebay **eBay**

Gumtree **Gumtree**

graysonline.com **Grays Online**

a **Amazon**

OzRecycle **Oz Recycle**

**Kogan**

**Farmhousedirect** .com.au

**Online Shopping is good for business**

AUSTRALIA POST

STARTRACK

WE ♥ DELIVERING

# Support my life Online

> I want technology to support my life make it easier and fun.

## Some examples include:

### Music Streaming
Apple Music, Pandora, Shazzam, Spotify

### Radio stream
Tune In Radio, Radio, Radio Tuner, Individual Radio Stations

### File Sharing
Dropbox, Google Drive, add iCloud, OneDrive

### Parcel Tracking
Australia Post

### Government Services
MyGov

### Weather
Native in Phone, Weatherzone, BOM, fishranger.com.au

### Health/Fitness
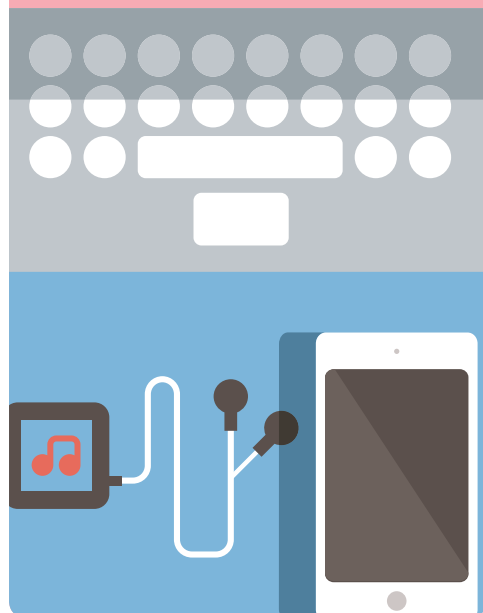Strava, Nike Running, Activity

### Movies and TV
Netflix, Stan, ABC iView, NineNow, TenPlay, PlusSeven, SBS onDemand

### Parking
PaybyPhone

### Taxis
Uber

# MyLearningHub

## Accessing the site

1. Enter the website address:
   **www.mylearninghub.skillport.com**

2. Enter your user ID: APS (employee number)

3. Enter your password: welcome

## For assistance:

- Free call, 24x7 help desk number:
  **1300 728 377**

- Email: **support@skillsoft.com**

## High level learning topics

- Course/book/video topics

- Web browsing, customisation & security

(Chrome, Safari, Firefox & Internet Explorer)

- IT Security: Malware Threats, Antivirus Software, protecting tablet devices, identity threat, recognising scams

- How to use iPhone, iPad & Tablets

- Digital Identity & Social Media (i.e. Facebook, Twitter, Linkedin, Yammer)

- Using email

- Blogging

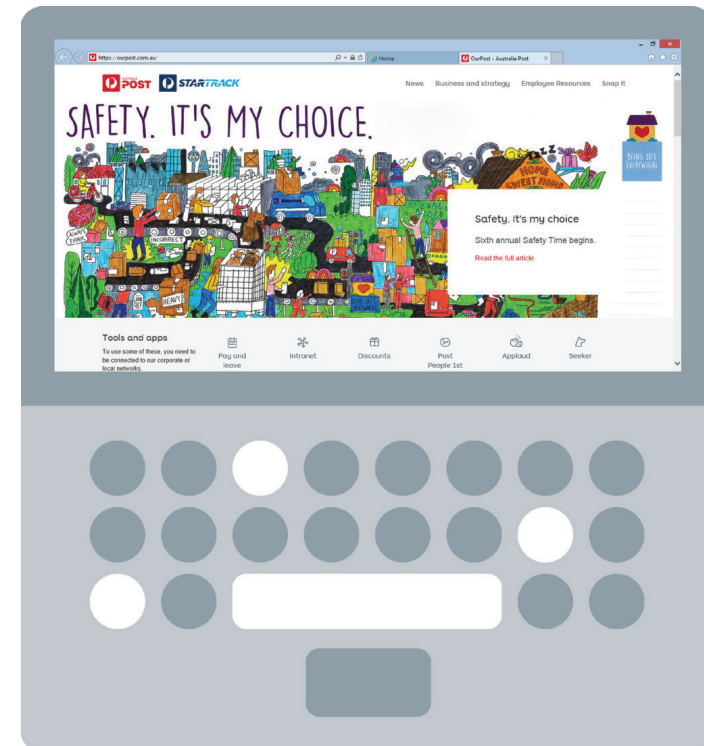# OurPost

## What is it?

Our Post is a website that all employees from the Australia Post Group can keep up-to-date

1. Pay and Leave

2. Latest news

3. Connect with staff

4. Discounts and benefits

5. Careers at Post People 1st (PP1st) and Applaud.

Over a period time we'll add more.

**How can I access Our Post?**

Enter the web address **www.ourpost.com.au**

# Snap It App

We all have a role to play in helping provide a great customer experience and being an advocate for our customers.

That's why we're so excited about the release of Snap It a simple phone app that will give all our people the ability to help solve customer problems on the spot.

**Snap It allows you to:**

1. log customer enquiries

2. capture sales leads* and most importantly

3. report safety and damage concerns (with GPS tracking)

   all at the press of a button.

These enquiries will then be placed in a priority queue for investigation or follow up.

This is just one of our innovative new tools that we're creating to better empower our people.

## How do I start using Snap It?

You can access the app by following these simple steps:

### Download the app

1. Go to the Apple App Store if you have an iPhone

2. Go to the Google PLAY store if you have an Android Phone such as a Motorola, Samsung or Sony.

3. And then search for 'Snap It Australia Post'

For a detailed step by step guide, visit **ourpost.com.au/content/dam/auspost_corp_microsites/ourpost/documents/Snap_it_FINAL_step-by-step.pdf**

### Rewards

* New leads submitted through Snap It are eligible for the Seeker lead referral program with points earned for new business sales.

You will need to register for Seeker before you can start earning points.

# Seeker (Sales Leads & Rewards)

Seeker is our exciting new digital lead referral program that rewards you for spotting new business opportunities.

Seeker's based online at seekerrewards.com.au making it easier for you to spot and submit leads either on the go via your mobile, or from a tablet or desktop.

Seeker rewards you points for every successful leadyou submit, and the more the business win is worth, the more points you earn. You can then spend your points in the huge Seeker rewards store, featuring more than 3,000 must-have items.

## How can I join Seeker?

Joining Seeker is easy, just follow these simple steps.
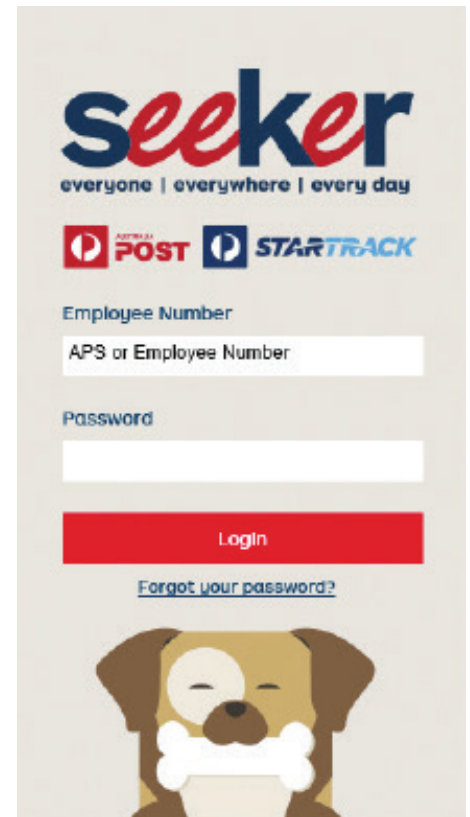
1. Set up your seeker account by visiting **www.seekerrewards.com.au**

2. Enter your employee number (APS)

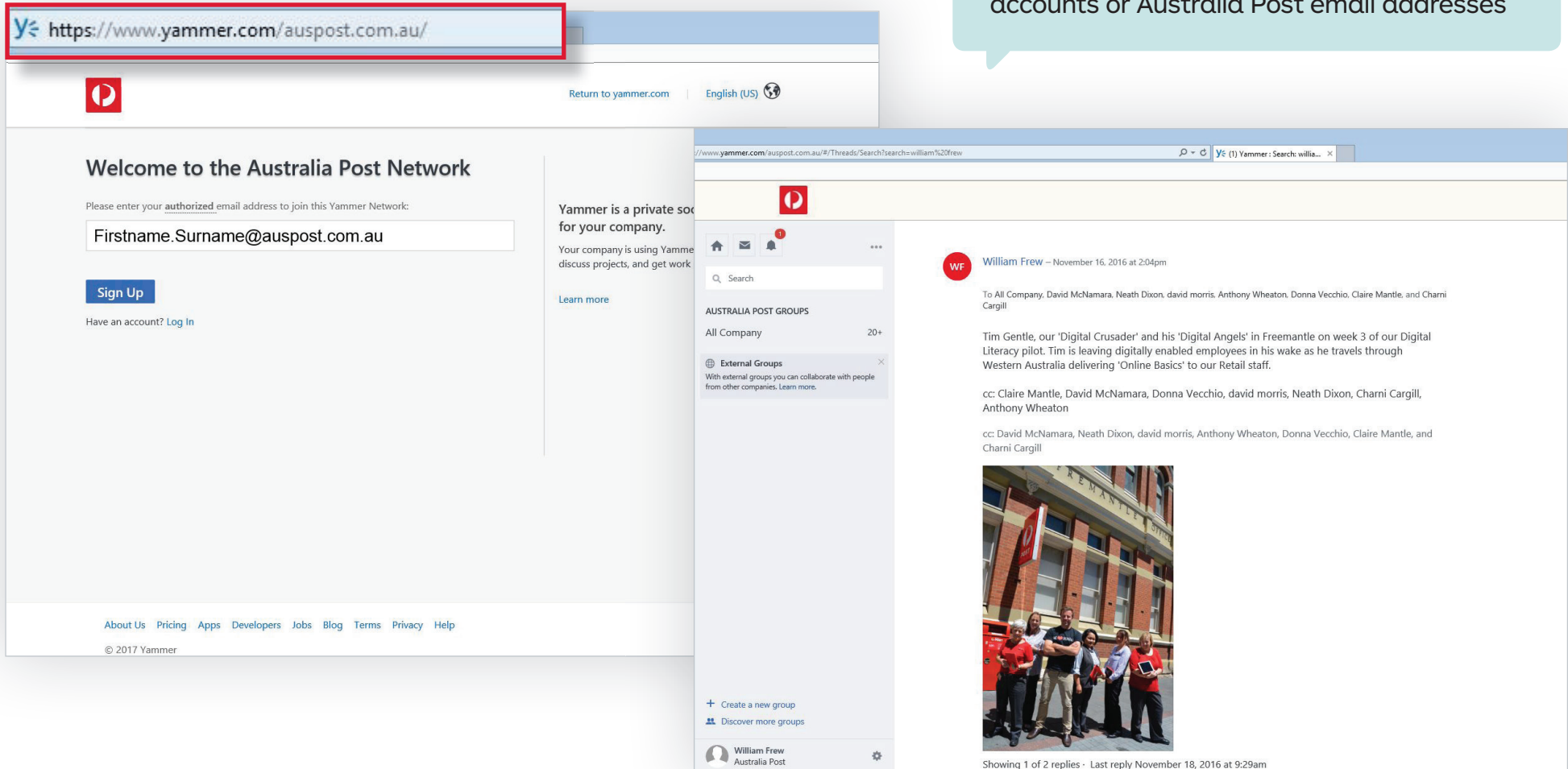   You'll need your employee number every time you log in, so keep a note of it somewhere.

3. Log in

   Use your employee number (APS) as your username and password, then change your password to something easy to remember.

# Yammer



**Available to employees with corporate accounts or Australia Post email addresses**

https://www.yammer.com/auspost.com.au/

Return to yammer.com   English (US) 🌐

## Welcome to the Australia Post Network

Please enter your authorized email address to join this Yammer Network:

Firstname.Surname@auspost.com.au

**Sign Up**

Have an account? Log In

Yammer is a private soc...
for your company.

Your company is using Yammer...
discuss projects, and get work...

Learn more

About Us   Pricing   Apps   Developers   Jobs   Blog   Terms   Privacy   Help

© 2017 Yammer

---

www.yammer.com/auspost.com.au/#/Threads/Search?search=william%20frew   Y≑ (1) Yammer : Search: willia...

🏠 ✉ 🔔¹   •••

🔍 Search

**AUSTRALIA POST GROUPS**

All Company                    20+

🌐 External Groups                ✕
With external groups you can collaborate with people
from other companies. Learn more.

**WF** **William Frew** – November 16, 2016 at 2:04pm

To All Company, David McNamara, Neath Dixon, david morris, Anthony Wheaton, Donna Vecchio, Claire Mantle, and Charni Cargill

Tim Gentle, our 'Digital Crusader' and his 'Digital Angels' in Freemantle on week 3 of our Digital Literacy pilot. Tim is leaving digitally enabled employees in his wake as he travels through Western Australia delivering 'Online Basics' to our Retail staff.

cc: Claire Mantle, David McNamara, Donna Vecchio, david morris, Neath Dixon, Charni Cargill, Anthony Wheaton

cc: David McNamara, Neath Dixon, david morris, Anthony Wheaton, Donna Vecchio, Claire Mantle, and Charni Cargill

➕ Create a new group
👥 Discover more groups

William Frew
Australia Post              ⚙

Showing 1 of 2 replies · Last reply November 18, 2016 at 9:29am

# Topic two

# Staying Safe
# Online

# Safety First

## Safe Password

1. Passwords should have
   _____ - _____ characters

2. They should consist of _____
   and _____ case

3. They also should have
   _____ and
   _____

4. Have at least 3-4 passwords for
   different parts of your life.

### Password Apps

Dashlane, iPassword,
or via McAffee.

## Locking Devices

- Just like a padlock or combination code

- Various formats depending on device

- Use time lock as well

- Trust the device's built in method

- Change if you suspect someone has observed you

- Treat device pin codes just like your ATM pin code – never share
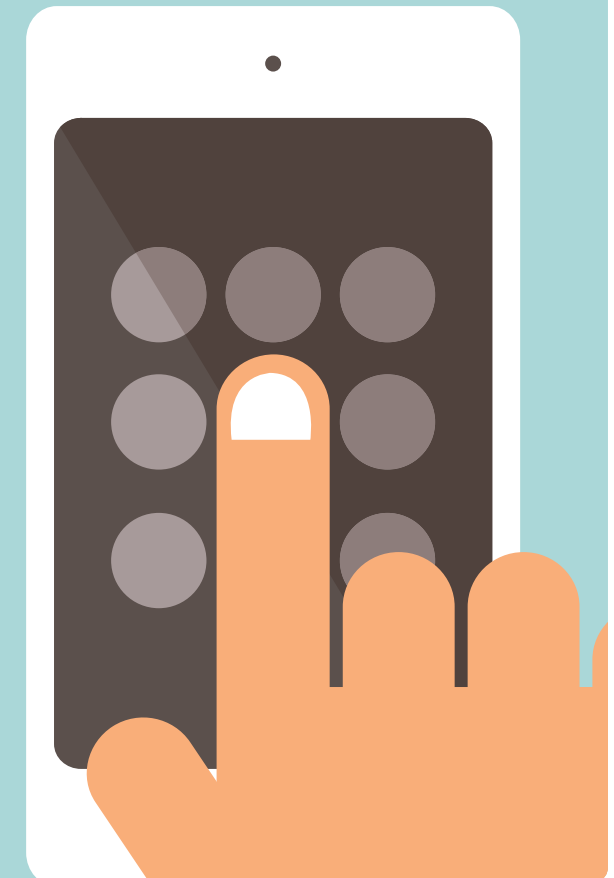
# Safe WiFi

## 📶 Free WiFi

**Low Security**

- Airports
- McDonalds
- Shopping Centres
- Australian Post Shops

## 🔒 WiFi

**Medium Security**

- Motel
- Cafe

## 📱 Tethering / Hotspot

**High Security**

- Your own Phone
- Watch your data use
- Password protected

### Activity

Where can you access "Tethering and Hotspot" on your device?

...................................................................

...................................................................

...................................................................

# Malware
# and Scams

## What's the reason they want to get into your computer?

- Access your device to watch keystrokes (eg. watch you type your passwords)

- Money grab (eg. selling your email list, or cyber squat for ransom)

- Person ID Theft

- Use your computer for a cyber attack

## How to help avoid Malware/Scams

- Don't open any emails that you're not expecting or from a suspicious source or attachments.

- Watch out for emails/connections/notifications which don't make sense

- Stay away from suspicious websites

- Install antivirus software (see McAfee Special Offer)

**Check the whole address carefully.**

**Do both of these look legitimate?**

www.paypal.com

www.paypal1.com

# Malware
# and Scams

## Is my Computer / Device Safe?

| Platform | Malware | Virus | Phishing | Encrypted Disk |
|---|---|---|---|---|
| Windows 7 and 8 | High | High | Medium | High |
| Windows 10 | Medium | High | Medium | Medium |
| Android | High | High | Medium | Safe |
| iOS (iPad and Iphone) | Safe | Safe | Medium | Safe |
| Apple | High | High | Medium | Medium |

# Staying Safe
# with McAfee



## What are the benefits

- Guards against websites and online threats

- Avoid risky websites and help prevent dangerous downloads

- Password Management

- Protect your smartphone and tablets (Up to 10 computers, devices etc)

- Back up your files with secure Cloud Storage

- LiveSafe (Community of subscribers)

- Parental Controls

- Free 24/7 support

**FREE** for first 12 months

**50% Off** after first 12 months
(A$64.98)

## Special Offer

For Australia Post Employees, Contractors, Licensees and your Family and Friends!

**Visit:** http://partnerepp.mcafee.com/auspost

# How do I know if
## a website is secure?

**https** indicates you are entering a secure site

🔍 https 🔒 Australian Postal Corporation [AU]

**Locked Padlock (Secure site SSL)**

# Online
# <span style="color:red">Shopping</span>

**Load&Go Reloadable Visa Prepaid Card**

A smarter way to shop. Load&Go makes it simple to control your spending and avoid credit card fraud.

**Benefits**

- Use your Load&Go card anywhere Visa is accepted - online, in-store, over the phone, and at ATMs in Australia and overseas

- Reload your card online or in-store

- No reload fees and no monthly fees

- No direct link to your bank account

- No credit checks

- No interest charges

- No application forms

**PayPal**

**Another online payment option to consider is Paypal**
The worlds most trusted online payment method.

# Topic three

# Social
# Media
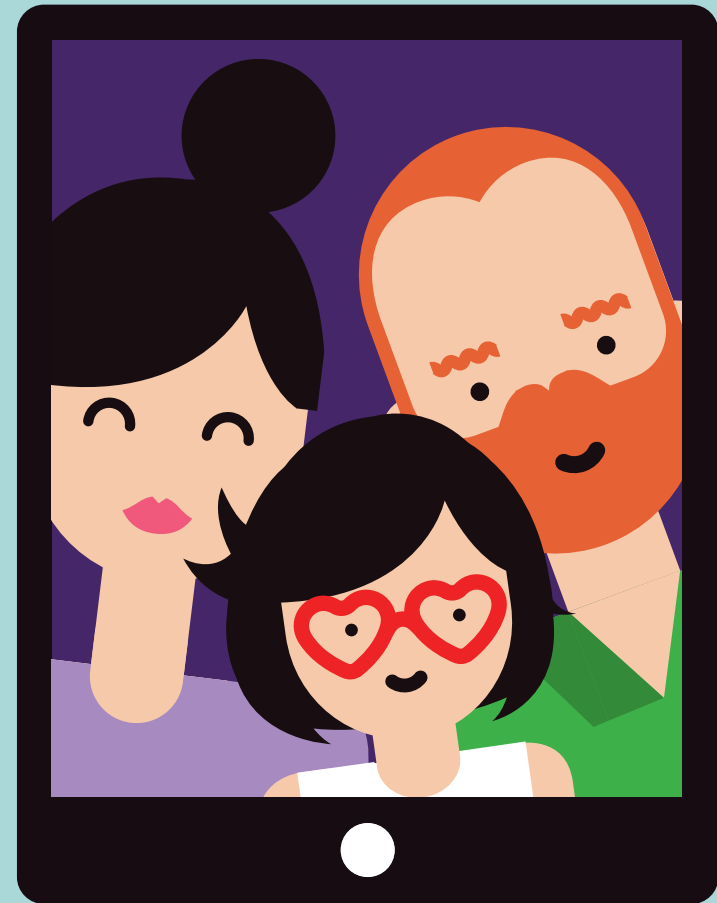
# Social
# Media Tips

1. Don't mix business and pleasure

2. Use caution posting and tagging photos

3. Understand that your sense of humour isn't universal

4. Don't be reactive

5. Avoid over-sharing

6. Build a legacy for the future

7. Don't misrepresent yourself

8. Understand each platform's best practices

9. Enjoy yourself. Social media can be entertaining, fulfilling and engaging

# Social Media
## Guidelines Summary

**Important things to consider before posting on Social media websites**

### Show Respect

- Treat everyone with respect and make no personal attacks

- Protect the trust of others by not posting other people's personal information or inaccurate information

- Avoid posting anything that could be deemed obscene discriminatory. Maintain a respectful and polite tone

### Be Responsible

- Be mindful of your legal obligations under (copyright, privacy, defamation etc)

- Always check your facts before posting. Substantiate any information you include if editing online encyclopaedias such as Wikipedia.

- Don't create unauthorised social networking pages, forums or blogs

- Seek approval from Australia Post's Legal and Brand teams before using any logos and/or trademarks online

### Be Open

- When expressing your opinion about Australia Post's products and services, our people, partners, customers or competitors: include a disclaimer like the one below:

  "These are my personal views and they do not necessarily reflect the views of Australia Post"; and disclose your relationship to Australia Post (i.e. tell people if you are an employee, licensee, franchisee or contractor) and don't post anonymously or use aliases.

# Social Media
# Guidelines

## Introduction

Australia Post is part of everyday life for many Australians - whether it's because people work at Australia Post, do business with us, visit our retail outlets or just love receiving mail and parcels.

This means our customers and the general public are discussing Australia Post and our products and services every day on social networking sites, forums and blogs.

Australia Post recognises that many of our employees also use social media sites – Facebook, Twitter, Linked In, YouTube and similar – to connect with friends, colleagues and broader networks.

Even though your online conversations may appear to be private, in reality they are anything but. We encourage you to be mindful of the risks as well as the benefits

of social media so you can participate in an enjoyable and meaningful way. These guidelines step out what we expect from you when using social media, and also what you can expect from Australia Post.

## Social Media Policy

It is important to recognise that participating in social media forums in your personal time can have an impact on your employment with Australia Post.

Australia Post has a Social Media Policy that details acceptable and appropriate use of social media and your obligation – as detailed in Our Ethics – to always use social media appropriately as it relates to Australia Post, our products and services, or our people, partners, customers and competitors. The policy is designed to give you direction on the standard of behaviour we expect from you whenever you are commenting on our business or our people in online forums.

## Social Media Guidelines:

These guidelines have been developed for Australia Post's employees, licensees, franchisees and contractors when using:

1. social media outside of Australia Post, such as Facebook, Twitter, YouTube, Flickr, Linkedin; and

2. internal collaboration and feedback channels such as Pogo Connect, Pogo news comments and other internal online forums.

# Social Media
# Guidelines

These guidelines complement the Social Media Policy and Australia Post's existing ethical standards policy as set out in the Our Ethics booklet.

If you would like more information on what is regarded as acceptable behaviour at Australia Post, please refer to Our Ethics or speak to your manager.

## Responsibility and Respect:

Australia Post's Social Media Policy and Social Media Guidelines have three very simple rules for our people when using social media:

1. Always show respect

2. Be open

3. Take personal responsibility

The policy and guidelines apply to social media contributions that relate to Australia Post, our products and services, or our people, partners, customers and competitors.

## What we expect from you:

**Respect:**

- Treat everyone with respect and make no personal attacks on anyone who may hold a di erent point of view.

- Protect the trust of others by not posting other people's personal information or inaccurate information about other people.

- Avoid posting anything that could be deemed obscene, o ensive or discriminatory. Maintain a respectful and polite tone.

- Avoid contributing anything that may potentially harm Australia Post's brand, reputation or commercial interests.

- Make no disclosure of any confidential Australia Post information. (To find out what is already on the public record refer to auspost.com.au or our Annual Report)

**Openness:**

- When expressing your opinion about Australia Post's products and services, our people, partners, customers or

# Social Media
## Guidelines

competitors: include a disclaimer that explains: "These are my personal views and they do not necessarily reflect the views of Australia Post"; and disclose your relationship to Australia Post (i.e. tell people if you are an employee, licensee, franchisee or contractor) and don't post anonymously or use aliases.

**Responsibility:**

- Be mindful of your legal obligations under copyright, privacy, defamation, competition and consumer, workplace health and safety, equal opportunity and other applicable laws.

- Be mindful of your obligations under these guidelines and Australia Post policy, including Our Ethics and the Harassment Discrimination and Bullying Policy.

- Always check your facts before posting. Substantiate any information you include if editing online

encyclopaedias such as Wikipedia.

- Don't create unauthorised social networking pages, forums or blogs on behalf of Australia Post.

- Seek approval from Australia Post's Legal and Brand teams before using any logos and/or trademarks in online forums.

- If the media contact you via a social networking site treat it as a normal media inquiry and refer them to Australia Post's national media line: (03) 9106 6666.

- If you are authorised to comment on behalf of Australia Post, ensure it falls within your direct area of responsibility. If you are unsure about the content of your post, please check with the Communications and/or Legal teams before posting.

Employees need to be mindful when using professional networking sites, such as LinkedIn, as follows:

- ensure you are not publishing confidential information when listing your job history or employment details;

- be aware that outside business activities or interests may conflict with your employment with Australia Post.

# Topic four

# Hands
# On

# Searching
# Online

### 1. Typing your search

In this activity we will use Safari (Apples web browser) and search on "Creditcard Melbourne"

**Search Engine Results Page**

- Google Ads (Adwords)

- Naturally ranked webpages

- Google Maps

### Bonus
### Help your customers to be found

Visit www.google.com/mybusiness and claim your Google Map Listing. (See next page for screenshot)
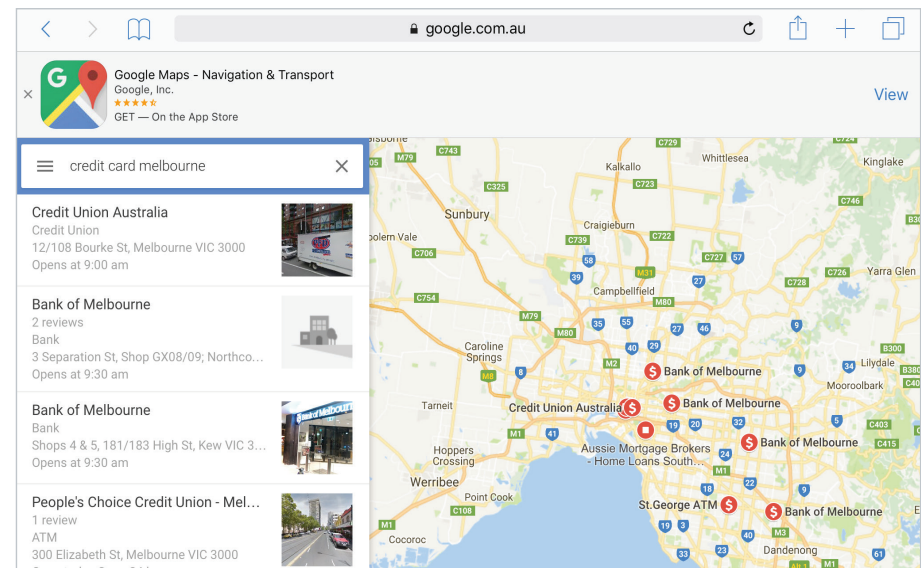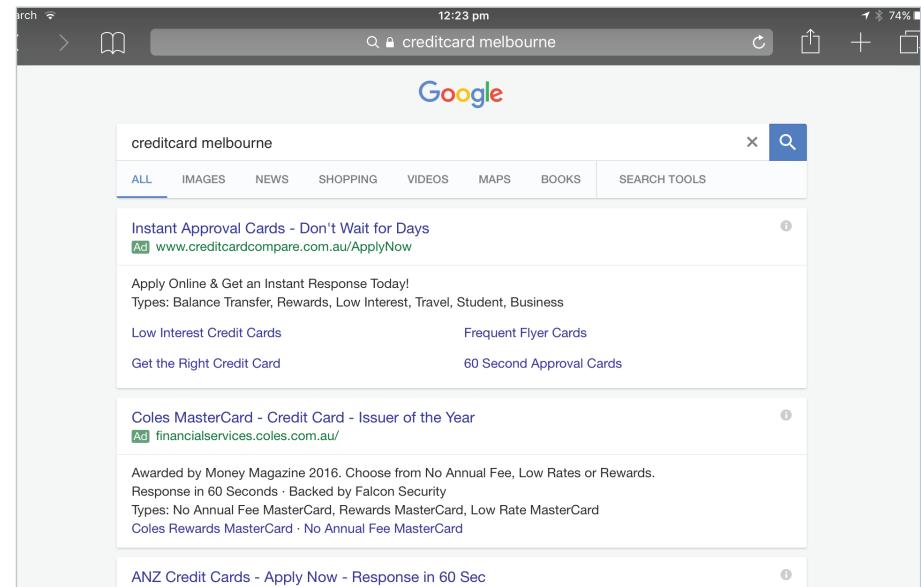
# Searching
# Online



### 2. Asking Google a Question Using the Microphone

1. In this activity we will use the Google Search App.

2. Click the microphone and ask Google a question

3. What is the weather in "X"

4. What is the postcode of "X"

### 3. Touchfree

In this activity we will "ask Google a question", but this time, we will simple say "Okay Google" before the question.
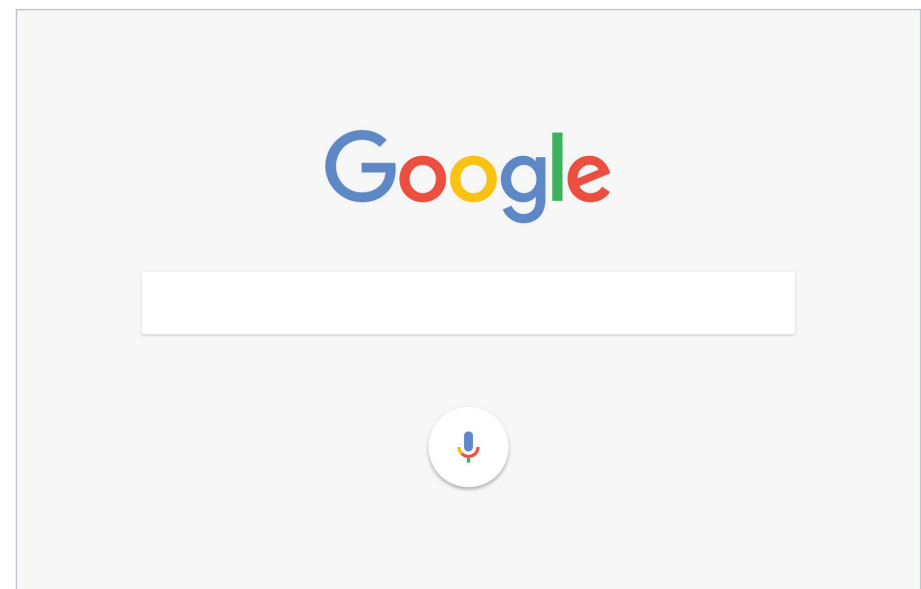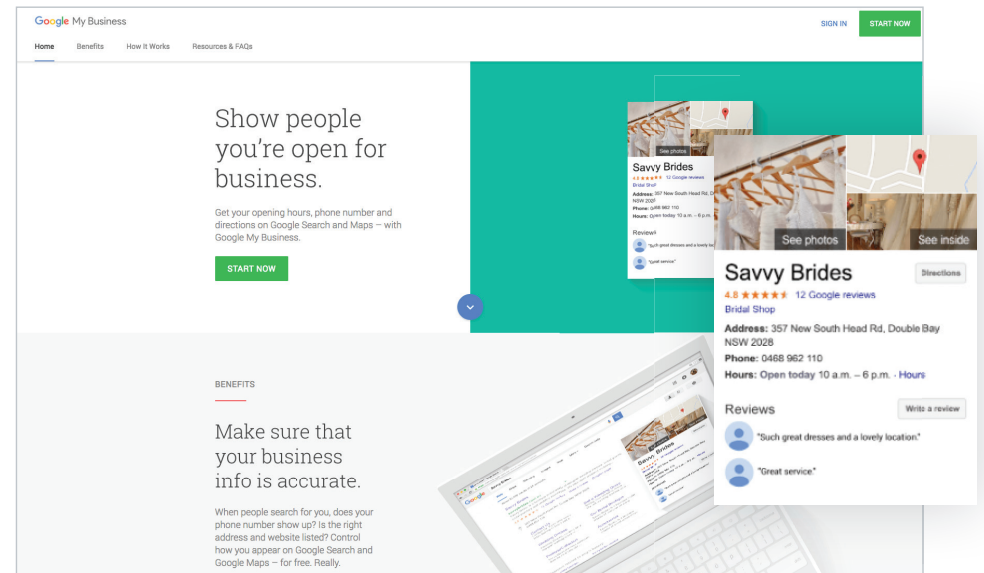
# Activity:
# Browsing for Apps

**Note:** iPhone apps can be installed on iPads

Search the Appstore for "Australia Post" and view the iPad and iPhone Apps that can be downloaded and installed.

GET IT ON Google Play

Download on the App Store
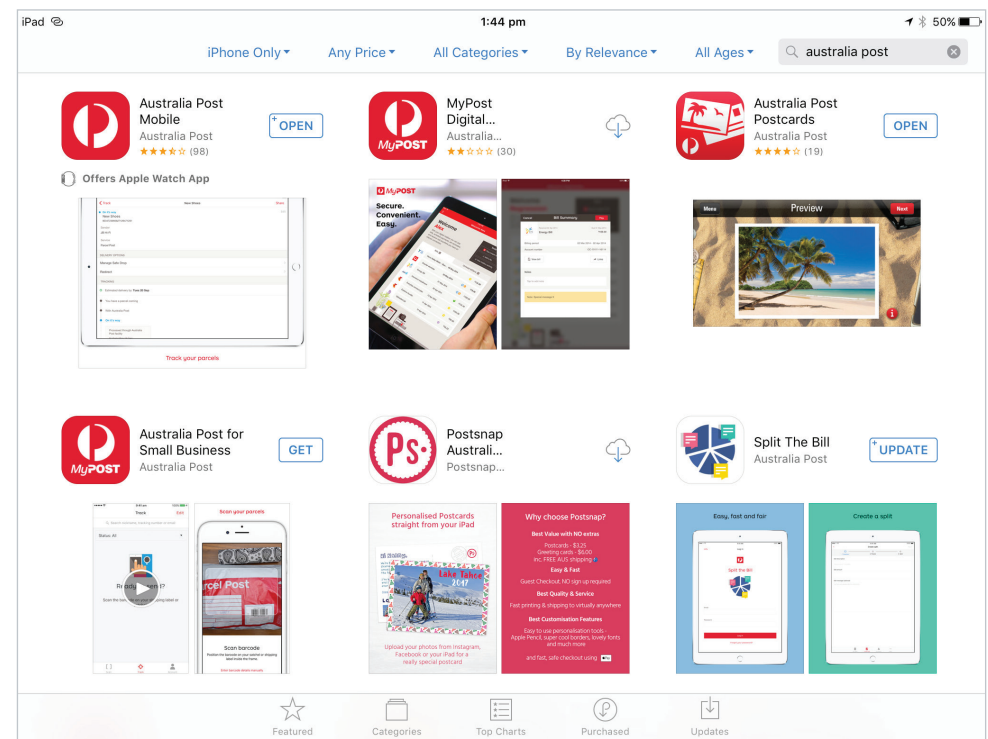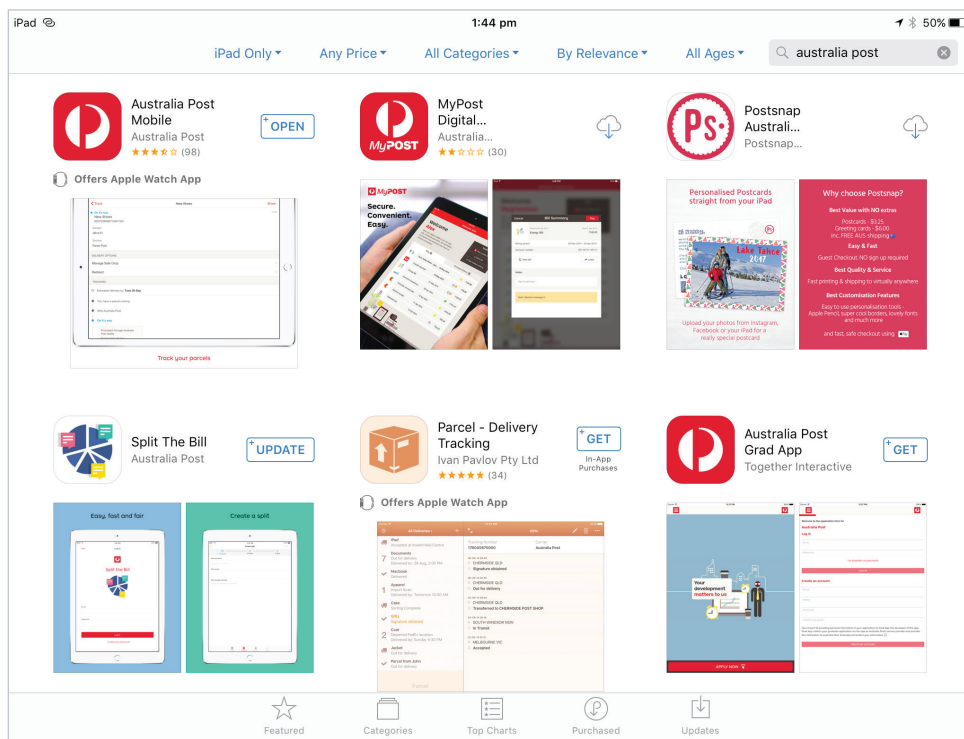
# Creating Shortcuts & Making Folders

Save steps, save time

**Actvity A:** Creating a Shortcut
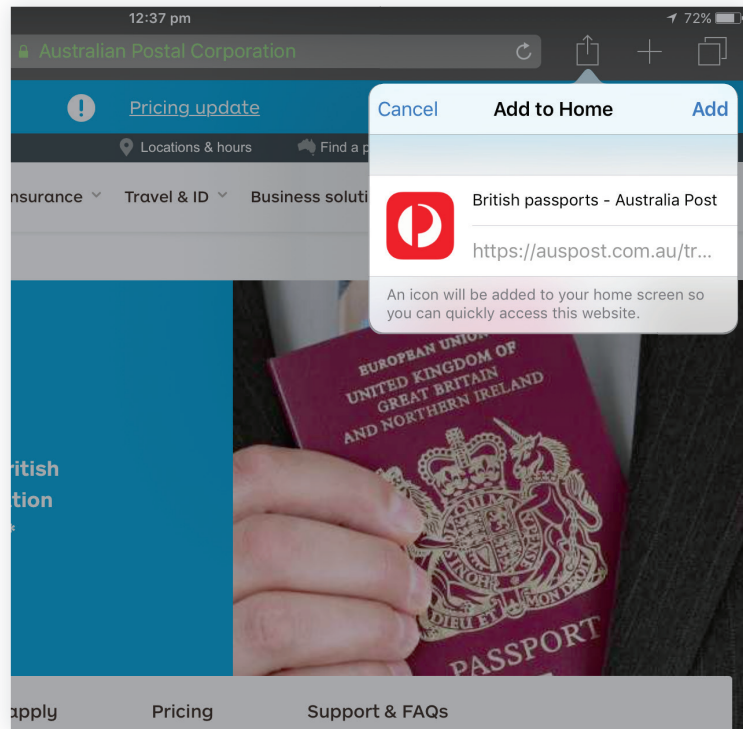


**Actvity B:** Making a Folder
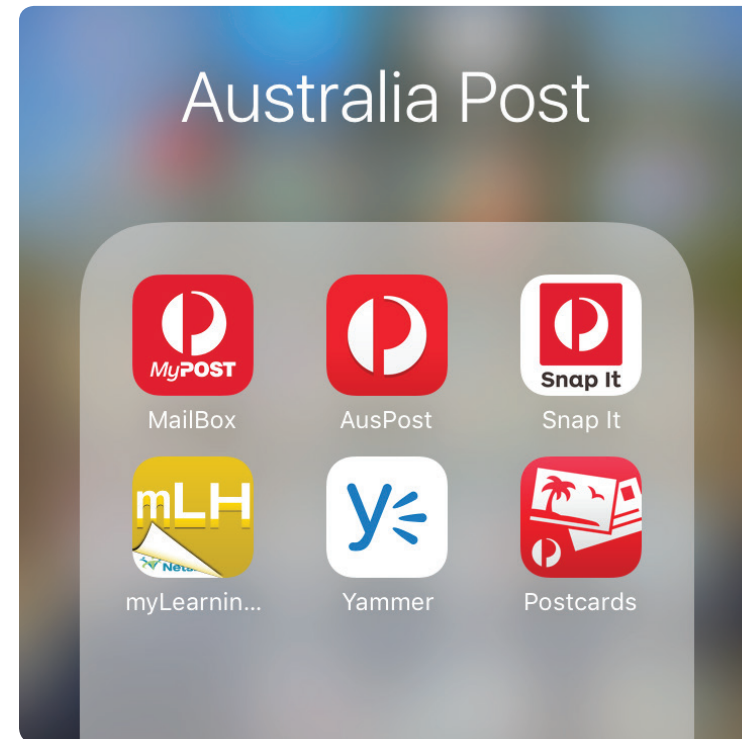
Topic five

# Go Digi

# Setting up an Online Learning Account
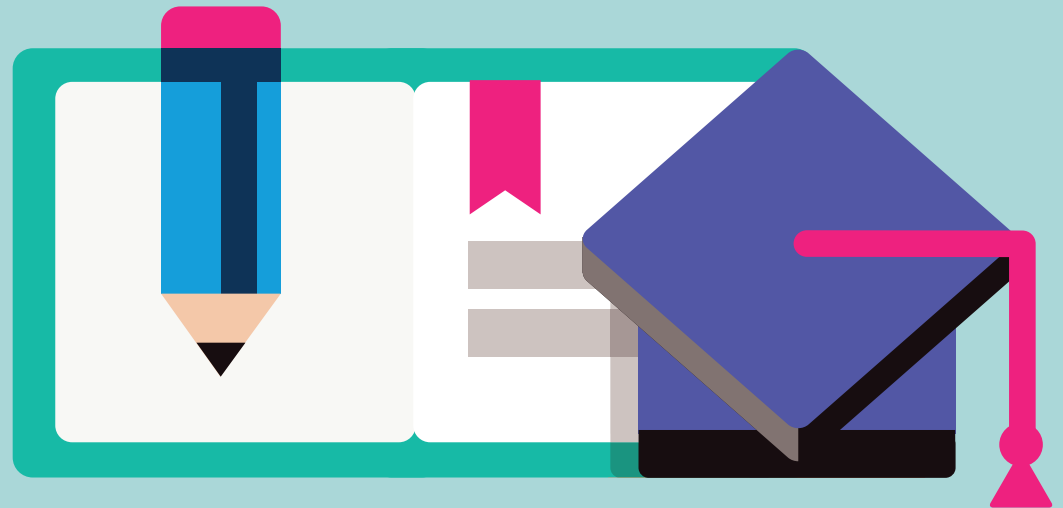
# Go Digi Learning
# Topics Examples

- How to Get Started with Google Drive
- Managing Your Mobile Data
- Getting Started with Etsy
- What online tools can I use to edit photos and design things?What is Pinterest?
- How to use Instagram
- What is MyPost Digital Mailbox?
- What is Online Banking
- How to use Skype
- How to watch videos on Youtube
- How to use a search engine
- How to share your family history research online

- How to start selling items with eBay
- How to protect your privacy on Social Media
- How to learn online with Massive Open Online Courses (MOOCs)
- How to plan and book travel online
- How to get started with social media
- What are the best online fitness tools
- How to get started with Linked In
- How to choose a device

**GO DIGI .ORG.AU**

**More Information**

https://www.godigi.org.au/guides/all-guides

# Extra
# Resources
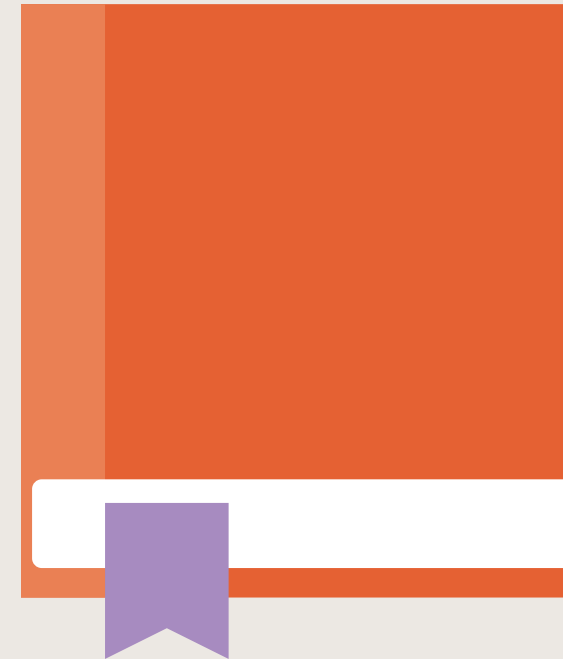
# Digital
# Glossary

Below are some commonly used terms when talking about technology
Our thanks to www.ourcommunity.com for helping with this list.

| Term | Meaning |
| --- | --- |
| **Account** | An account is a term to describe what rights a user has on a network or system such as an Internet Service Provider (ISP). This will usually detail what "privileges" the user has. |
| **Adobe Acrobat Reader (PDF Documents)** | Acrobat Reader is software that allows you to view a PDF document (a document that can be seen but not changed). It can be downloaded free of charge from Adobe. |
| **ADSL** | Asymmetric digital subscriber line (ADSL) is a type of digital subscriber line (DSL) broadband technology that is used to connect to the Internet. It uses standard telephone lines to deliver high-speed data communications (up to 24 megabytes per second). |
| **Analogue** | Analogue is a conventional method of transmitting data. Standard landline telephones use analogue technology. It is distinct from digital technology, which provides for greater quality and speed of data transmission. |
| **Android** | Google alternative to apple software, used by brands such as HTC, Samsung, LG, Sony. It can also be the name given to a smart phone or tablet using Android software. |
| **App Store** | Depending on your device and software, you can download or buy apps from either Google Play, Play Store or iTunes. |
| **Apple Products** | Apple software and hardware includes iPad, iPhone, iTunes, Macbook, iMac and others |
| **Assistive technology** | Assistive technology refers to any software or hardware that acts to assist and improve the functional capabilities of people with disabilities. Examples include wheelchairs, prosthetics, voice-to-text technology and text-to-speech technology. |

| Term | Meaning |
|---|---|
| **Attachment** | An attachment is a document sent with an email message. Many types of files can be sent this way (e.g. Word documents, PDFs, Excel files, JPEGs). Be wary of attaching large files because these can take a lot of time for the recipient to download. If you have a large file, it is considered good practice to compress the file using software such as Winzip before attaching it. |
| **Augmented Reality** | A technology that superimposes a computer-generated image on a user's view of the real world, thus providing a composite view. |
| **Back-end** | Back-end refers to the part of an application that performs an essential task not apparent to the user. |
| **Backward compatible** | If software is backward compatible, it is compatible with earlier (superseded) versions of the same software. For example, the Microsoft word-processing program Word 2010 can read files created in the 2003 version of the same program, so it is backward compatible. |
| **Bandwidth** | Bandwidth refers to the maximum amount of data that can travel a communications path in a given time, usually measured in seconds. |
| **Bit** | A bit (short for binary digit) is the smallest unit of measurement in computing. 8 bits make up 1 byte. |
| **Bluetooth** | Bluetooth is a wireless communications technology intended to replace cables. It allows short-range connections between two or more Bluetooth-compatible devices such as mobile phones, tablets, headsets or medical equipment. |
| **Bookmark** | A bookmark is a saved link to a particular Web page. Microsoft Internet Explorer denotes bookmarks as "favourites." |
| **Boot (re-boot)** | To boot (or re-boot) is to load and initialise the operating system on a computer. Think of it as starting up your computer. In Windows you can use the key combination CTRL and ALT and DEL as a "soft" boot. This means restarting the computer rather than turning it completely off and on again, which could cause damage to your computer's hard disk under some circumstances. |

| Term | Meaning |
|---|---|
| **Bounce back** | An email message that cannot be delivered and returns an error notification to the sender is said to "bounce back". If you receive such an error notification, check that you have typed the address correctly. |
| **Broadband** | Broadband is a type of communications technology whereby a single wire can carry more than one type of signal at once; for example, audio and video. Cable TV is one technology that uses broadband data transmission. |
| **Browser** | A software program that allows you to surf the web. Popular web browsers include Google Chrome, Mozilla Firefox, Microsoft Edge and Internet Explorer. |
| **Cache** | When you download (read) a web page, the data is "cached," meaning it is temporarily stored on your computer. The next time you want that page, instead of requesting the file from the web server, your web browser just accesses it from the cache, so the page loads quickly. The downside to this is that if the cached web page is often updated, you may miss the latest version. If you suspect that the web page you're seeing is not the latest version, use the "refresh" button on your browser. |
| **CAD** | Computer-aided design (CAD) is a type of software that allows users to create 2D and 3D design and modeling. CAD is used by architects, engineers, artists and other professionals to create precise technical drawings. |
| **Chat Room** | An electronic space, typically a website or a section of an ISP where people can go to communicate online in real time. Chat Rooms are generally devoted to a particular interest or topic. |
| **Chips** | A chip is a microprocessor that performs many functions and calculations that make your computer run. Your computer's chip is also referred to as the CPU (Central Processing Unit) or the processor. |

| Term | Meaning |
|---|---|
| Cloud Computing | Cloud computing refers to the storing and accessing of data and programs over the Internet instead of on another type of hard drive. Examples of Cloud services include iCloud, Google Cloud and Dropbox. |
| Compression | Compression is the reduction of the size of a file. Compressed files take up less memory and can be downloaded or sent over the Internet more quickly. |
| Content | Content refers to a website's text and information, as opposed to its design and structure. |
| Cookie | A piece of code or data created by a web server and stored on a user's computer. It is used to keep track of the user's usage patterns and preferences. |
| CPU | The central processing unit (CPU) is the brains behind your computer. The CPU is responsible for performing calculations and tasks that make programs work. The higher the speed of a CPU, the faster the CPU undertakes the calculations and tasks. |
| Cybercrime | Cybercrime is any type of illegal activity that is undertaken (or relies heavily) on a computer. There are thousands of types of cybercrime, including network intrusions, identity theft and the spreading of computer viruses. |
| Cybersecurity | Cybersecurity refers to measures designed to protect your computer, device or network from cybercrime. This involves preventing unintended and unauthorised access, change and damage. |
| Database | A database is a set of information that is structured primarily to allow calculations and analysis to be undertaken. Microsoft Access is the main lower level database used. |
| Defragment | A fragmented file or folder is split up into many pieces and scattered over the storage capacity on your hard drive. This means that it takes a lot longer to load and process files. A regular defragment will ensure that files are stored more logically and will help speed up processes. |
| Device | Hand held machine such as touch phone, iPad, Android Tablet etc |

| Term | Meaning |
|---|---|
| Device driver | A device driver is a small program that allows a peripheral device such as a printer or scanner to connect to your PC. |
| Disk Drive | A round object that you use to store digital information. Floppy disks (FDD) are usually allocated to the A:\ Drive and the Hard Disk is usually allocated to the C:\ Drive (HDD) on your PC. |
| Domain | A domain is a set of computers on a network that are managed as a unit. |
| Download | Downloading is the method by which users access and save or "pull down" software or other files to their own computers from a remote computer via the Internet. |
| DV | DV stands for digital video. |
| Email | Email or electronic mail is a way of sending messages over the internet. Popular email programs include Outlook, Mozilla Thunderbird, Gmail and Yahoo Mail. |
| Email Address | An email address is a string of letter, numbers and symbols that identifies a person or organisation on the internet. |
| Encryption | Encryption is the process of converting electronic data to an unrecognisable or encrypted form, one that cannot be easily understood by unauthorised parties. |
| Ethernet | Ethernet is the most common way of connecting computers on a network with a wired connection. It is a type of local area network (LAN) technology, providing a simple interface for connecting multiple devices. |
| Export | To export data is to format it different so that i can be read by a different application. You can do this via many application such as Excel and Word so that Lotus or WordPerfect can read it. |
| Firewall | A firewall is a barrier that acts as a security system to protect trusted computer systems and networks from outside connections and untrusted networks, such as the Internet. |

| Term | Meaning |
|------|---------|
| **Frequency** | Frequency measures the numbers of times something happens in a set amount of time. In technical language, the standard unit of frequency is measured in hertz. |
| **FTP** | File transfer protocol (FTP) is a common method of transferring files via the internet from one host to another host. |
| **Gateway** | A point within a network that interconnects with other networks. |
| **GIF** | Graphics interchange format (GIF) is a graphics file format. Because GIF files are compressed, they can be quickly and easily transmitted over a network. GIF is one of the main graphics formats on the Internet. |
| **Hard Disk** | The physical place where a computer stores information - applications and files - is known as its hard disk drive (HDD). The bigger the HDD, the more data it can store. |
| **Home page** | The page that an Internet browser first opens up to. It is usually the starting point of an organisation's or individual's website. |
| **HTML** | Hyper-text markup language (HTML) is a set of symbols inserted into files intended for display on the world wide web. The symbols tell web browsers how to display words and images - e.g. which colour, font and type size to use - and they direct it to link to other pages on the world wide web via hyperlinks. |
| **HTTPS** | Is the use of Secure Socket Layer (SSL) or Transport Layer Security (TLS) as a sublayer under regular HTTP application layering. HTTPS encrypts and decrypts user page requests as well as the pages that are returned by the Web server. |
| **Hypertext** | Text that is connected to a clickable link that takes you to further information about the subject. |
| **Import** | To import a file or data is to transfer that file from another application into the format you are working in. |

| Term | Meaning |
|---|---|
| **Internet** | A set of interconnected networks that allow computers in different locations to exchange information. The Internet includes services such as the world wide web, electronic mail, file transfer protocol (FTP), chat and remote access to networks and computers. |
| **Internet Explorer** | Microsoft Internet Explorer is the graphical World Wide Web browser that is provided with the Microsoft Windows operating systems. |
| **Internet Service Provider** | An Internet Service Provider (ISP) is a company which provides access to the Internet. Examples of ISPs include Bigpond, iiNet etc. |
| **Intranet** | An intranet is basically a private, internal internet specific to an organisation or group. |
| **Java** | Java is a programming language that is commonly used in the development of client-server web applications. |
| **JPEG** | JPEG stands for Joint Photographic Experts Group, which was the committee that created the file format known as JPEG. The format is commonly used for photos displayed on the world wide web. |
| **Kindle** | A computer device that's sold purpose is to read digital books. About the size of an A5 note book. |
| **LAN** | A local area network (LAN) is a system that connects computers and other devices that share a common communications line and wireless link, generally within a limited geographical area such as a home or office building. |
| **Link** | A highlighted word or image within a website or document that will take you to a reference point or site when you click on it. |
| **Login** | Often an email address or unique username connected to your password for accessing registered accounts. |
| **Malware** | "Malware" is short for malicious software. It refers to a software program that has been developed to do harm to other computers. Types of malware include viruses, worms and spyware. |

| Term | Meaning |
|------|---------|
| **Megabyte** | A measure of computer processor storage and real and virtual memory. A megabyte (Mb) is 2 to the 20th power bytes, or 1,048,576 bytes in decimal notation. |
| **Megahertz** | Megahertz is the unit used to measure the speed of a computer's processor (e.g. 2.8Ghz) |
| **Modem** | A modem is a device that allows computers to transmit information to each other via ordinary telephone lines. |
| **Monitor** | The monitor is the screen which displays the images generated by the CPU. |
| **NBN** | The National Broadband Network (NBN) is an Australia wide project aiming to upgrade the existing fixed line phone and internet network infrastructure. It aims to enable access to faster and more reliable internet services. |
| **Network** | A network is the connection of two or more computers so that information and resources can be shared. |
| **Online** | If a computer (or computer user) is online, it is currently connected to a network or to the Internet. Online also refers to resources and services available on the Internet - e.g. online banking, online dictionary. |
| **Operating System** | An operating system (OS) is the software that manages all of a computer's processes and allows programs and applications to run. The most prominent operating system is Microsoft Windows. Others include Mac OS X and Linux. |
| **Passcode** | A numeric code set up to access accounts on some apps, smart phones and devices. Usually can only be set up after an account has been registered with a username and password. |
| **Password** | A security feature to access accounts. Used in conjunction with your username or login details. |
| **PDF** | Portable document format (PDF) is a file type created by Adobe Systems Inc. PDFs can be read using free software called Adobe Acrobat Reader or another PDF reader. |

| Term | Meaning |
|---|---|
| **Phishing** | Phishing is a type of email fraud in which the perpetrator sends out emails that appear to come from a legitimate service or reputable company, such as a bank or an email service provider. These emails aim to lure recipients to reveal confidential information that the perpetrator can use for their financial advantage - for example, online banking log-in details and passwords. |
| **Plug-in** | A software plug-in is a component that adds to a software program's functionality. |
| **POP** | A Post office protocol (POP) is an Internet protocol used by your Internet service provider (ISP) to handle email. A POP account is an email account. |
| **PPM** | Pages per minute (PPM) generally refers to the speed of a printer. |
| **Processor** | The processor is the brains of your computer. It is responsible for performing calculations and tasks that make programs work. The faster the processor, the faster the computer works. |
| **Protocol** | A protocol is a standard or set of rules that computers and other devices use when communicating with one another. |
| **RAM** | Random access memory (RAM) is usually referred to as a computer's "memory" - it stores information used by programs. Generally, the larger your computer's RAM, the more programs it can run at once without slowing down. |
| **Read-only** | A read-only file cannot be edited, modified or deleted. |
| **Remote Access** | Remote access is the ability to access a computer or network from a remote location |
| **Remote User** | A remote user is someone who accesses a computer or network from a remote location (remote access). |

| Term | Meaning |
|---|---|
| **Resolution** | Resolution refers to the number of distinct pixels that make up the display on a computer monitor. It is denoted in DPI (dots per inch). The higher the resolution, the finer and smoother the images appear when displayed at a given size. |
| **ROM** | ROM stands for read-only memory. It is the part of a computer's memory that cannot be changed by a user. The contents of ROM remain even when the computer is turned off. |
| **Router** | A router is a device used to send data packets between computer networks. |
| **SAAS** | SAAS stands for software as a service. It is a software distribution model whereby software applications are centrally hosted and licensed on a subscription basis. |
| **Search Engine** | A search engine enables a computer user to search information on the Internet. It is a type of software that creates indexes of databases or Internet sites based on the titles of files, keywords, or the full text of files. The most popular search engines are Google.com.au, Yahoo.com.au and Bing.com.au. |
| **Secure Socket Layer** | A protocol that allows you to send encrypted messages across the internet. This is generally used when transmitting confidential information ( e.g. personal data or credit card details) over the internet. A secret socket layer (SSL) uses public key encryption to pass data between your browser and a given server (for example, to submit credit card information). A URL that begins with "https" indicates that an SSL connection will be used. |
| **SEO** | SEO, or search engine optimisation, is the practice of making adjustments to certain aspects of a website in an effort to improve its ranking on search engines. |
| **Server** | A server is a computer that handles requests for data, email, file transfers, and other network services from other computers. |
| **SKU** | SKU stands for Stock Keeping Unity. It is a number or sequence of symbols that gives a product a unique and identifiable code that allows it to be tracked. |

| Term | Meaning |
|---|---|
| Smart Phone | A small handheld computer that is also a mobile phone. |
| Spam | Spam refers to unsolicited email messages sent for marketing purposes. |
| Surfing | Browsing or searching through information on the internet. |
| Tablet | A touch screen handheld computer. The most common type is about the size of an A4 note book but they also come in smaller forms. |
| Troubleshooting | Troubleshooting is an approach to locating, diagnosing and fixing issues with software, hardware, computers and other electronics. |
| Unzip | To unzip a zip file is to extract and decompress compressed files from it. If you are sent a zip file via email, you will need to unzip it before you can access the files inside it. |
| URL | A URL (unique resource locator) or web address is the string of characters you type into a browser to access a particular website or other resource on the Internet. (eg. http://www.ourcommunity.com.au ) |
| USB | USB is an abbreviation for universal serial Bus which is a type of computer port which can be used to connect equipment to a computer. Flash drives or memory stick storage devices that plug into a USB port are often referred to as USBs. |
| Viral | If an online video, photo or article "goes viral", it experiences a sudden spike in popularity in a short period of time. |
| Vitual Reality | The computer-generated simulation of a three-dimensional image or environment that can be interacted with in a seemingly real or physical way by a person using special electronic equipment, such as a helmet with a screen inside or gloves fitted with sensors. |

| Term | Meaning |
|---|---|
| **Virus** | A virus is a piece of programming code inserted into other programming to cause damage. Viruses can be sent in many forms but are often transmitted via email messages that, when opened, may erase data or cause damage to your hard disk. Some viruses are able to enter your email system and send themselves to other people in your list of contacts. |
| **WEP** | Wired equivalent privacy (WEP) is a security protocol used in wi-fi networks. It is designed to provide a wireless local area network (LAN) with a level of security similar to that of a regular wired LAN. WEP-secured networks are usually protected by passwords. (See also WAP.) |
| **Wi-Fi** | Wi-Fi is a technology that allows computers and other devices to communicate via a wireless signal. Essentially, it means you can browse the internet without tripping over phone cords. |
| **Wikipedia** | Is a free, open content online encyclopedia created through the collaborative effort of a community of users known as Wikipedians. Anyone registered on the site can create an article for publication; registration is not required to edit articles. |
| **WPA** | Wi-Fi protected access (WPA) is a security protocol used in wi-fi networks. It is an improvement on WEP because it offers greater protection through more sophisticated data encryption. |
| ZIP | To zip files is to archive and compress them into one file of smaller size using a program such as WinZip. It's a handy way to make files smaller before sending them via email. |

Topic six

# Next
# Steps

# Next Steps
## Where to from here

Please list **several things** you will do as a result of

attending today's Online Basics Digital Learning Session.

.......................................................................................................................................

.......................................................................................................................................

.......................................................................................................................................

.......................................................................................................................................

.......................................................................................................................................

For example: Put a password on my smartphone.