

# **INTERNET SECURITY, SAFETY AND SPYWARE**

**WHAT YOU DON'T KNOW CAN AND  
WILL HURT YOUR COMPUTER.**



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September 18, 2012

# Today's Digital Profile

- Born after 1990
- Our children have never stood up to change a TV channel
- Internet always existed (3/89)
- They don't go "online"; they are always connected
- Definitions of privacy getting tweaked
- They expect devices to just turn on, connect and work
- They are more collaborative, get help from social networks, not just a web search or in a book
- By age 21, will have sent an average of 250,000 emails, instant messages and texts
- By age 21, more than 10,000 hours on their cell phone
- By age 21, more than 14,500 hours online, mostly in social networks

# Can you TEXT me now?



# Tonight's discussion

- Typical top concerns among parents
- Parental controls
- Social networks
- Mobile phones
- Viruses and Malware and Spyware – Oh My
- Questions

# Today's Internet

- Norton study found 77% of households around the world use household internet rules
- Does that help with today's SmartPhones?
- ONLY 32% of households use parental controls
- Currently over 850 million users on Facebook
- Consumer Reports estimates 7.5 million U.S. users on Facebook are under 13 years old
- SmartPhones "always on" access to internet

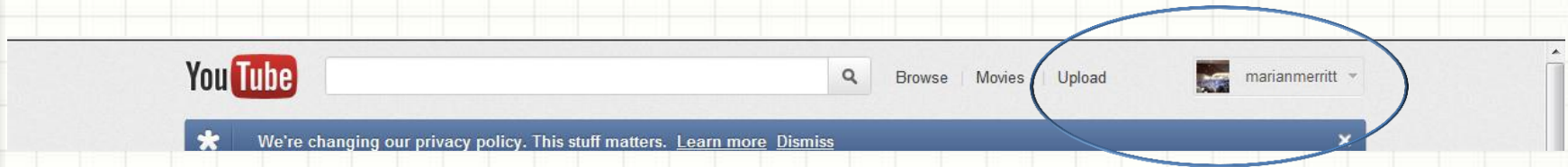
# Typical parental concerns

- How to limit video sites
- Should I report cyber bullying to the school?
- What parental control software do I recommend?
- Can I stop my child using mobile devices to browse or at night?
- Using filters, especially on mobile devices
- Blocking purchases of apps
- Keeping kids off of inappropriate sites or searching for things they shouldn't
- Social drama created because so many kids <13 are on social networks

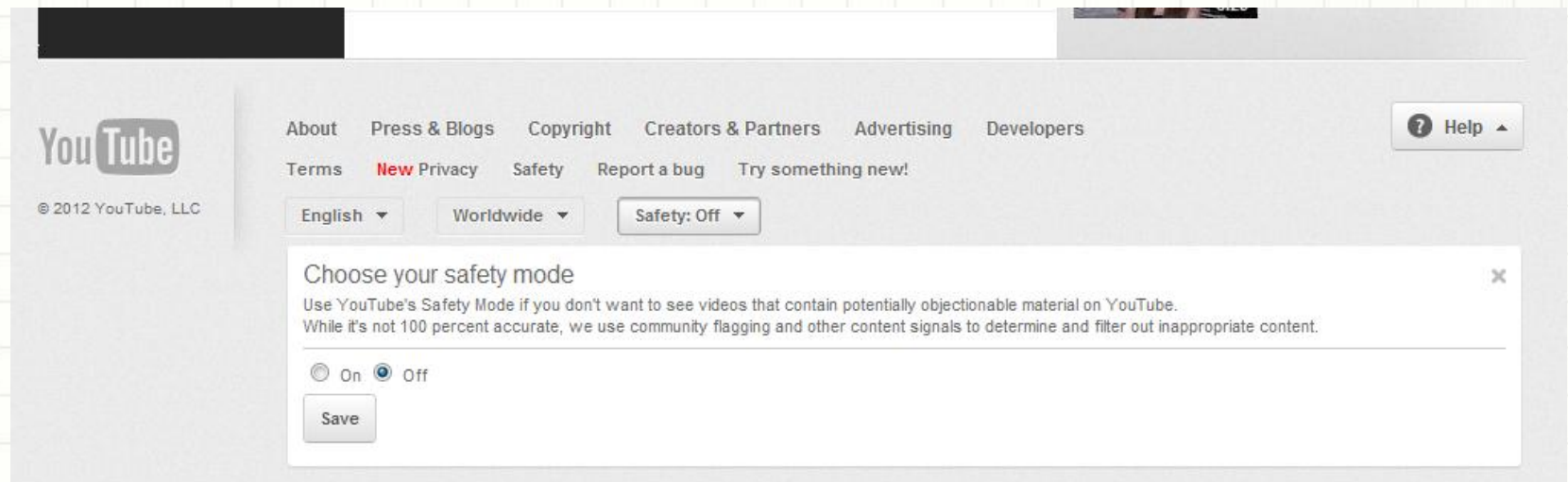
# Computer User Accounts

- Easiest way to limit what kids do on a computer; and prevent malware getting on computer
  - Create standard (limited) accounts for you and your kids to use
  - If you want to track what your kids do, create one account for each child
  - Administrator account for when you need to do maintenance or add or remove software, hardware, etc.

# Blocking or Filtering YouTube videos



- Create account and login



- Bottom of screen you see option for Safety to be set “ON” or “OFF”



# Blocking or Filtering Google Search

The screenshot shows a Google search results page for the query "St Mary of the Hills". The search bar at the top contains the text "St Mary of the Hills" and a blue search button. To the right of the search bar is a "Sign in" button. Below the search bar, the word "Search" is displayed in red, followed by the text "About 54,300,000 results (0.19 seconds)".

On the left side of the page, there is a vertical navigation menu with the following items: "Web", "Images", "Maps", "Videos", "News", "Shopping", and "More". Below this menu, there is a section for "Rochester, MI" with a "Change location" link and a "Show search tools" link.

The main search results area contains several entries for "St. Mary of the Hills":

- Saint Mary's of the Hills** (smoth.org) - Welcome to St. Mary of the Hills Catholic Parish, located in Rochester Hills, MI since 1989. Currently, over 1600 families worship with us. We are a sacramental ... Bulletin - Preschool - Mass Times - Worship
- Bulletin - Saint Mary's of the Hills** (smoth.org/aboutus/bulletins.html) - 2675 John R Road Rochester Hills, Michigan 48307 | Phone: 248-853-5390 | Fax: 248-853-7989. Home | Sitemap | Contacts. Welcome to St. Mary of the Hills.
- St. Mary of the Hills - Welcome to Our Parish** (www.saintmaryofthehills.org) - Welcome to St. Mary of the Hills Parish, a Roman Catholic Church and School (Grades pre-k through 8) nestled close to the Blue Hills in Milton, Massachusetts. 1 Google review
- St. Mary's in-The-Hills Episcopal Church | Lake Orion, MI** (www.stmarysinthehills.org) - Our mission at Saint Mary's-in-The-Hills is to be inspired by the Word and nurtured by the sacraments, to promote an active and community-conscious ...
- St. Mary of the Hills - Blowing Rock, North Carolina** (stmaryofthehills.org) - Welcome to St. Mary of the Hills website. We are members of the Episcopal Church in the Diocese of Western North Carolina. St. Mary's is an active parish with a ...
- St. Mary of the Hills - Rochester-Rochester Hills, MI Patch** (rochester.patch.com/listings/st-mary-of-the-hills) - Serving the community since 1989. St. Mary,

On the right side of the page, there is a knowledge panel for "St. Mary of the Hills" in Milton, Massachusetts. It includes a map, a "Directions" link, a photo of the church, and text stating: "Saint Mary of the Hills is a Roman Catholic church and school located around the corner from each other in Milton, Massachusetts. Wikipedia". Below the photo is the address "Address: Milton, MA" and a "Feedback" link.

A red arrow points from the top right towards the search settings menu, which is open and shows the following options: "Search settings", "Advanced search", "Web History", and "Search Help".

At the bottom of the page, the URL "www.google.com/preferences?hl=en" is visible on the left, and the text "Serving the community since 1989. St. Mary," is visible on the right.

# Blocking or Filtering Google Search

## Advanced Search

Find pages with...

all these words:

this exact word or phrase:

any of these words:

none of these words:

numbers ranging from:

to

To do this in the search box

Type the important words: `tricolor rat terrier`

Put exact words in quotes: `"rat terrier"`

Type OR between all the words you want:  
`miniature OR standard`

Put a minus sign just before words you don't want:  
`-rodent, -"Jack Russell"`

Put 2 periods between the numbers and add a unit of measure:  
`10..35 lb, $300..$500, 2010..2011`

Then narrow your results by...

language:

any language

Find pages in the language you select.

region:

any region

Find pages published in a particular region.

last update:

anytime

Find pages updated within the time you specify.

site or domain:

Search one site (like `wikipedia.org`) or limit your results to a domain like `.edu`, `.org` or `.gov`

terms appearing:

anywhere in the page

Search for terms in the whole page, page title, or web address, or links to the page you're looking for.

SafeSearch:

off

moderate

strict

Tell **SafeSearch** how much explicit sexual content to filter.

reading level:

no reading level displayed

Find pages at one reading level or just view the level info.

file type:

any format

Find pages in the format you prefer.

# Norton Online Family (seen here)

The screenshot shows the Norton Online Family dashboard for a user named Paul. The interface includes a navigation bar with icons for Alerts, Web, Messaging, Search, Social, Time, Video, Apps, and Summary. A 'Settings' gear icon is in the top right. The main content area is titled 'Paul's Activity' and shows data for the 'Last 7 Days'. It features four main sections: 'Most Visited Web Sites', 'Time Spent On Computer', 'Most Popular Messaging Friends', and 'Most Recent Searches'. The 'Time Spent On Computer' section includes a bar chart showing hours per day. The 'Most Visited Web Site Categories' section includes a horizontal bar chart.

**Most Visited Web Sites**

1. [www.youtube.com](http://www.youtube.com)
2. [www.google.com](http://www.google.com)
3. [www.tumblr.com](http://www.tumblr.com)
4. [uploadsj.clients.google.com](http://uploadsj.clients.google.com)
5. [b.scorecardresearch.com](http://b.scorecardresearch.com)

[More](#)

**Time Spent On Computer**  
Total Hours Per Day

Day	Hours
Sun	0
Mon	1 ½
Tue	4
Wed	0
Thu	6
Fri	5 ½
Sat	0
Average	2 ¼

**Most Visited Web Site Categories**

Category	Hours
Advertising	6
Search	2 ¼
Business	1 ½
Entertainment & Music	1 ½
Uncategorized	1 ½

**Most Recent Searches**

**kimbra vertex form**  
**khanacademy** anoj find the vertex of a parabola  
khanacademy gentleman's response 4 girls rehab somebody that  
i used to know somebody that i used to know lyrics the kids aren't  
alright lyrics vertex formkhanacademy

Need help managing your kids online? [Invite Parent](#) [?](#)  
[Share this with a friend](#) [?](#)  
[About Us](#) | [Download Norton Safety Minder](#)

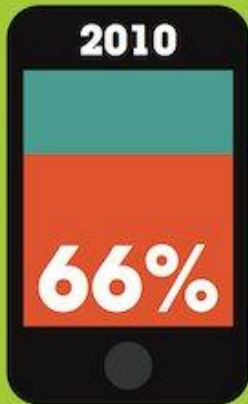
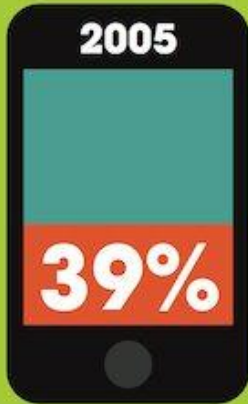
Screenshot from Norton Online Family

# Cell phone smarts for children

- Get limited phones: no apps, no web, to start
- Talk with your child about safe cell use
- Set a password on phone - can stop “Munching” – when an image or message is sent out via BBM to wide group (cyberbullying ) and stop kids looking at private messages or photos
- Charge phone in the kitchen or other public room at night
  - Keeps kids from texting late at night; They get more sleep
- Use time limits to stop calls and texting after hours
  - via cell provider site
- There are mean, inappropriate apps and games.
  - Monitor what is installed and uninstalled.

# KIDS AND CELL PHONE USAGE

Percentage of children ages 8-18 who own a cell phone



(Generation M2: Media in the Lives of 8-18-Year Olds, 2010)



(Image courtesy of Iker, [www.ikeer.com](http://www.ikeer.com))

- Rochester (and outlying areas) is MUCH MUCH MUCH MUCH HIGHER!

# Can you block devices after hours?

- Computers
  - yes, with parental controls or at router
- Mobile devices:
  - Music players with web access
  - Smart phones
  - Tablets
  - Gaming systems
- At the router level you can block and filter web
- Some parents just turn off the house router at night and/or take it into their bedroom
- Router???

# Router?



# Everything can be more secure and more private

- Social networks – you can limit account access, require more secure pages, limit who can see your page, your posts and photos.
  - Visit your account security and privacy settings to learn more
- Don't share your user name and password with others
- Logout from computers when you are done
- Protect mobile devices with passwords
- Protect laptops and mobile devices with anti-theft software
  - Track their location
  - Wipe the data
  - Help police with photos and location info



# Passwords

- **Unique, complex, try a code that can be customized**
  - ***“I Went to Spain in 2010”***
    - *lw2Si10*
    - **For Amazon, add an “a” in front and an “n” in back**
      - *alw2Si10n*
    - **Substitute numbers/characters for letters**
      - *@ for a, 3 for e, \$ for S, ! For L*
      - *\$tM@ry*
- **DO NOT use a dictionary word or name**
- **Not a phrase -**
- **Nothing a good friend might guess**
  - *like an address, pet’s name, birthday, nickname*
- **Most important passwords are for email and social network**
- **NEVER SHARE A PASSWORD!**
  - *Not with a spouse, partner, roommate, BFF, or from one website to another.*

# Passwords – Most Common

1. 123456
2. Password
3. 12345678
4. Lifehack
5. Qwerty
6. abc123
7. 111111
8. Monkey
9. Consumer
10. 12345
11. 0
12. Letmein
13. Trustno1

## Phone

1. 0000
2. 1234
3. 2580

# Other Private information

- Social network posts
  - Reveal location,
  - Travel plans,
  - Just embarrassing

Disparaging tweet about Gov. Sam Brownback lands Kansas teen in principal's office

- More common, posting information about ourselves we later regret
  - “Bored at work” – girl posted while at a UK job and was later fired
  - Posting photos of underage drinking – lost college scholarships; school teacher lost job;

# Real story of Alison Chang - Dallas, TX

<http://www.nytimes.com/2007/10/01/technology/01link.html>

Photo taken at church BBQ

Posted to

Ends up on Australian bus ad



flickr™



# Real story of Smith Family – St. Louis

<http://www.npr.org/templates/story/story.php?storyId=105318456>

They take a lovely Christmas card photo



That turns up as a Czech grocery ad!



# Using Social Networks appropriately

- Use privacy settings and safety settings
- Use unique password and don't share it
- Log out when you are done
  - “frape” – term used to describe having your Facebook hacked by a friend
- 1 in 10 social network accounts is hacked (Norton study)
- Users can temporarily de-activate their account
- FBParents.org has a free guide to using Facebook safely
- Don't leave your mobile phone unlocked!

# Email Issues

- Filter / block spam and unwanted senders
- Spam
- Viruses / Malware
- Dangerous links / scams - Phishing
- Kids being mean to each other

# What is Spam?

- Unwanted emails
- Up to 80% of the world's email is spam
- Some is dangerous:
  - Chain letters with virus or mail hoaxes
  - links to websites with malware
  - attachments that have viruses in them
  - Phishing emails – offers that are dangerous or fake



# Spam Video...




- <http://youtu.be/gkBPxfJTjK8>

# Spam examples

## Renee, you have 1 friend request

Facebook <update+22brrbwx@facebookmail.com>

 If there are problems with how this message is displayed, click here to view it in a web browser.

Sent: Sun 9/16/2012 12:11 PM

To: Renee de Gray

facebook

### You have new notifications.

A lot has happened on Facebook since you last logged in. Here are some notifications you've missed from your friends.

 1 friend request

[View Notifications](#)

[Go to Facebook](#)


This message was sent to [gary@awsns.com](mailto:gary@awsns.com). If you don't want to receive these emails from Facebook in the future, please click: [unsubscribe](#).

Facebook, Inc. Attention: Department 415 P.O. Box 10005 Palo Alto CA 94303

# Spam examples

...

danielle david <danielledavid9168@ymail.com>

 Extra line breaks in this message were removed.

Sent: Mon 9/17/2012 11:24 AM

To: gary@garden-traders.com; michiganduster18@googlegroups.com; trainer@tigrentlearning.com; droxine\_stratos@yahoo.com; lora\_boulding@yahoo.com; ckashef@gmail.com; csvaldivieso@comcast.net; kheya-kiefner@universityalliance.com; errol.m.williams@us.army.mil; bobmonti@msn.com; uzkool4233@yahoo.com; hr@ghafari.com; marysue.allen@chi.frb.org; mark@markaverill.com; secara102@hotmail.com; chrisnesbitt@comcast.net; ocbrennan@comcast.net; michelle.martinez@sierradub.org; bgorovets@yahoo.com; brion.owens@gmail.com

It's fantastic!

<http://ttchimay.be/rdjfvcl.php?nofenumberID=42>

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" But a big, fine looking man jumps up on a bench and shouts:Hold on! Just a word, gentlemen." (c) lundy aeker Mon, 17 Sep 2012 16:23:57

# Spam examples

## **Sad Trip....Bob**

Bob Sheldrick <rssmjssr@sbcglobal.net>

Sent: Fri 9/14/2012 9:17 AM

To: undisclosed recipients:

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I really hope you get this on time. I didn't tell you about my travel to Spain for a short vacation, but unfortunately I was robbed at the hotel where I lodged along with other folks. I didn't bring my phones here and the hotel telephone lines were disconnected during the incident. So I have access to only emails. Please I'm going to need some sort of loan from you for me to relocate to another hotel close to the embassy and also get another flight ticket. Those thieves made away with my credit cards as well which is why this can't be resolved instantly. I can't believe it's really happening to me

As soon as I get home I would refund the money. The Embassy and Police have failed to be effective in this matter, besides paper work would cost me days I can't afford. I'll let you have the details you'll need in sending money through Western Union if you can help. Thank God I still have my passport, so I'm waiting for your mail.

Bob

# Avoiding Spam and Staying Safe

- Never click unknown links or reply to these emails
- Check sender's email or web address. Look at the part that is ".com" or ".gov". Whatever is just to the left is the website.
  - i.e. onlinefamily.norton.com = a norton website
- Never respond to "urgent" or "emergency" emails
- Never give out your private information like passwords, account number, social security numbers, etc.
- Just because it looks legit, or has the right logos doesn't mean it is
- When in doubt, visit the website and login as normal to see if your account needs attention

# Avoiding Spam and Staying Safe

- NEVER FORWARD cute emails / jokes
- Instead COPY and PASTE

From: Bernard Harak [mailto:bernardmarak@hotmail.com]  
Sent: Thursday, September 06, 2012 11:16 AM  
To: 000-00000 and Gerry  
Subject: Fw: AMAZING

in God we trust

From: coltstern@bellsouth.net  
To: bernardmarak@hotmail.com  
Subject: Fw: AMAZING  
Date: Thu, 6 Sep 2012 09:44:17 -0400

Date: Wed, 5 Sep 2012 19:27:20 -0700  
From: [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net)  
Subject: Fwd: AMAZING

+ To: [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net); [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net)

— On Wed, 9/5/12, [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com) wrote:

From: [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com)  
Subject: Fwd: AMAZING  
To: [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net); [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net); [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net); [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net); [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net); [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net); [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net); [bernardmarak@hotmail.com](mailto:bernardmarak@hotmail.com); [coltstern@bellsouth.net](mailto:coltstern@bellsouth.net)  
Date: Wednesday, September 5, 2012, 2:07 PM

-----Original Message-----

From: Trisha Royal <[trisharoyal@bellsouth.net](mailto:trisharoyal@bellsouth.net)>  
To: Marko Masender <[masender@bellsouth.net](mailto:masender@bellsouth.net)>; Carole Sallev <[carole@bellsouth.net](mailto:carole@bellsouth.net)>; Craig Sallev <[craig@bellsouth.net](mailto:craig@bellsouth.net)>; James Wills <[james@bellsouth.net](mailto:james@bellsouth.net)>; Mark Sallev <[mark@bellsouth.net](mailto:mark@bellsouth.net)>; Valerie Robert-Creach <[valerie@bellsouth.net](mailto:valerie@bellsouth.net)>; Naye Cass <[naye@bellsouth.net](mailto:naye@bellsouth.net)>; Margie Wiley <[margie@bellsouth.net](mailto:margie@bellsouth.net)>; Tom MacLean <[tom@bellsouth.net](mailto:tom@bellsouth.net)>  
Sent: Tue, Sep 4, 2012 11:59 pm  
Subject: AMAZING

!

Well done. Don't blink or you'll miss as much as a million years...  
This is so well done, by a teenager, well worth viewing. The  
history of the world in 2 minutes.

This piece of genius was done by a high school student!  
<http://www.youtube.com/watch?>

# Spotting Virus or Malware Infection

- Your computer might run more slowly or have trouble starting
- Some programs might not start, especially your security software
- You might see flickering hard drive light when you aren't using computer
- When you look at your computer's list of programs you might spot odd listings
- **OFTEN YOU CAN'T EVEN TELL!!!**

# What do I do if my computer has a Virus or Malware Infection?

- BestBuy – GeekSquad
- Lombardo Computer Service – Rochester
- Friend
- Relative
- ME?





# Computer Protection...

- Norton Internet Anti-Virus / Security / 360
- Kaspersky Anti-Virus
- AVG Anti-Virus Free
- Avira Free AntiVirus
- Avast! Free AntiVirus
- Microsoft Security Essentials

# SmartPhone (Droid) Protection...

- Lookout Mobile Security
- WebRoot Mobile Security Basic
- Anti-Virus Free
- NetQin Antivirus Free
- Dr. Web Anti-Virus Light

# SmartPhone (IOS) Protection...

- Lookout Mobile Security
- TrendMicro Mobile Security
- Symantec Mobile Management
- Trend Smart Surfing
- Intego's VirusBarrier
- Sophos Anti-virus
- ESET Mobile Security

# STOP Mis-information

- [Snopes.com](http://Snopes.com)
- [TruthOrFiction.com](http://TruthOrFiction.com)
- [Urbanlegends.about.com](http://Urbanlegends.about.com)
- [MuseumOfHoaxes.com](http://MuseumOfHoaxes.com)
- [StraightDope.com](http://StraightDope.com)
- [UrbanLegendsOnline.com](http://UrbanLegendsOnline.com)

# STOP Mis-information

Do not turn on A/C immediately as soon as you enter the car! Please open the windows after you enter your car and do not turn ON the air-conditioning immediately.

According to a research done, the car dashboard, tires, air freshener emits Benzene, a Cancer causing toxin (carcinogen- tasteless of the heated plastic Smell in your car). In addition to causing cancer, it poisons your bones, causes anemia, and reduces white blood cells. Prolonged exposure will cause Leukemia, increasing the risk of cancer. May also cause miscarriage.

Acceptable Benzene level indoors is 50 mg per sq. ft.. A car parked indoors with the windows closed will contain 400-800 mg of Benzene. If parked outdoors under the sun at a temperature above 60 degrees F, the Benzene level goes up to 2000-4000 mg, 40 times the acceptable level ... and the people inside the car will inevitably inhale an excess amount of the toxins.

It is recommended that you open the windows and door to give time for the interior to air out before you enter. Benzene is a toxin that affects your kidney and liver, and is very difficult for your body to expel this toxic stuff.

# STOP Mis-information

With the current hubbub surrounding the election of a new pope, I was wondering if the phrase "holy smoke" came from the smoke used in the burning of ballots during the conclave.

**FALSE**



# STOP Mis-information

Throughout the world, people of all religions recognize Jesus Christ as an example of love, compassion, sacrifice and service. Reaching out to the poor, the suffering and the marginalized, he provided moral leadership that continues to inspire countless men, women and children today.

To honor his life and teachings, Christians of all races and denominations have joined together to designate June 10 as Jesus Day. As part of this celebration of unity, they are taking part in the 10th annual March for Jesus in cities throughout the Lone Star State. The march, which began in Austin in 1991, is now held in nearly 180 countries. Jesus Day challenges people to follow Christ's example by performing good works in their communities and neighborhoods. By nursing the sick, feeding the poor or volunteering in homeless shelters, everyone can play a role in making the world a better place.

I urge all Texans to answer the call to serve those in need. By volunteering their time and energy as a resource for helping others, adults and youngsters follow Christ's message of love and service in thought and deed.

Therefore, I, George W. Bush, Governor of Texas, do hereby proclaim June 10, 2000 as Jesus Day in Texas and urge the appropriate recognition whereof, in official recognition whereof, I hereby affix my signature this 17th day of April, 2000.

George W. Bush declares  
**June 10 JESUS DAY**

# STOP Mis-information – SNOPEs.com

The screenshot shows the Snopes.com website homepage. At the top left is the Snopes.com logo with the tagline "Rumor Has It". To the right is a banner for a "Smart Move Sales Event" featuring a red Kia car and the Kia logo. Below the banner is a search bar with the text "SEARCH:" and a "GO!" button. A navigation menu includes links for "What's New", "Randomizer", "Hot 25", "FAQ", "Odd News", "Glossary", "Newsletter", and "Message Board". Below the menu are links for "Contact Us", "Submit a Rumor", and "Submit a Photo/Video".

On the left side, there is a sidebar with links: "• Top Scams", "• snopes.com in the Press", "• About snopes.com", and "• Privacy Policy".

The main content area features a welcome message: "Welcome to snopes.com, the definitive Internet reference source for urban legends, folklore, myths, rumors, and misinformation. Use the search box above to locate your item of interest, or click one of the icons below to browse the site by category." Below this is a Twitter follow button for "@snopes" with a "CLICK HERE" link.

A section titled "From the archives:" contains a link to a story: "Bar and Grill: Drunk driver discovers body of little girl stuck to the front of his car."

At the bottom, there is a grid of category icons: Autos, Business, Cokelore, College, Computers, Crime, Critters, Disney, Embarrass, Fauxtos, Food, Fraud & Scams, Glurge, History, Holidays, Horror, Humor, Inboxer Rebellion, Language, Legal, Love, Luck, Media, and Medical.

On the right side, there is a vertical advertisement for Kohl's featuring a woman in a patterned top.

The footer includes the URL "www.snopes.com" and a small "st" logo.



# Review and Wrapping up

- Key parent issues
- Video site management
- User Accounts
- Using Phones, Email, Social Networks
- Passwords
- Privacy and reputation issues
- Spam and Malware
- STOP the Mis-Information

# QUESTIONS?



**THANK YOU**

*Thank You!*

