SMARTNORTHUMBERLAND
DIGITAL LITERACY PROGRAM

Northumberland county

Tech'd Out?
Mytechhelp.ca

STAYING SAFE ON THE INTERNET

The Staying Safe on the Internet presentation focuses on these three key principles when using your computers or devices:

Safe

1. Understand the importance of antivirus software, how it works and how to troubleshoot issues that may arise.
2. Understand your browser(s), how to get into the settings to:
   a. Reset the browser
   b. Delete temp files and cookies
   c. Change the homepage
   d. Delete add-ons
3. Understand how to check for and identify spam, how to add things to junk and spam, and how to fix emails that should not be in spam.

Secure

Key points focus on knowing if you are secure, what to do if a threat pops up and the differences in the types of threats that are out there:

1. How to ensure that your computer is safe before you go on the internet or check emails
2. Develop a routine to follow
3. Understand cyber threats and the damage they can do
4. Know what you should do if a threat gets through your defenses or if you make a mistake

! Stop

Stop and think...

...of what to do if you think you may have run into a threat or made a mistake:

- What did you do?
- What damage could be done?
- What are the next steps?

Try to reboot

If you think you may have a threat like a virus or spyware but are not sure, stop and reboot your system, run virus scans and other cleanup programs.

Ongoing assessment

- Understand that you may have been involved in an altercation with a threat and take the appropriate measures
- Check your bank accounts to see if financial information was involved
- Check to see if your homepages have changed or if your searches are being redirected
- Check your email and social media to see if you are sending out spam

Protect

- Run cleanup programs to check if there is anything on your system
- Change your email and social media passwords if you are sending out spam
- Change your passwords used in phishing scams
- Call the bank and other financial institutions to secure your accounts
- Contact third party support to help ensure you are clean and safe to continue working digitally:
  - Computer repair professional
  - A techie friend or family member
  - A credit monitoring service like Equifax or one your bank recommends

RESOURCES

Cleanup tools

Here is a list of cleanup programs that can be used if you think you may be at risk. Please keep in mind these cleanup programs will not help you if you feel victim to a phishing scam. In that case, you will need to take alternate actions to ensure that accounts that may have been affected are secured.

- https://downloads.malwarebytes.com/file/mb-windows
- https://downloads.malwarebytes.com/file/adwcleaner
- https://www.eset.com/ca/home/online-scanner/

Recommended antivirus programs

- **Kaspersky**
  kaspersky.ca/download
  The antivirus package is a good option for most people. If you are more techie and want added features like VPN services, password keepers and secure browsers, try the Internet Security or Total Security packages.
- **Norton Antivirus**
  ca.norton.com/products
- **Avast (free alternative)**
  avast.com/download

Antivirus remover

An antivirus remover will help remove a currently installed antivirus program if it stubbornly resists being uninstalled via normal means.

- http://download.eset.com/special/avremover/avremover_nt64_enu.exe

Staying Safe on the Internet presentation video

Northumberland.ca/StayingSafeOnTheInternet

Presenters

The Northumberland County Digital Literacy Program is brought to you by:

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- **Tech'd Out Technology Services:** mytechhelp.ca | dave@mytechhelp.ca

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