

- 4 Fill in the blanks with the correct words from the word bank.

### Word BANK

authenticate keylogger  
attack firewall patch

- 1 Management has to \_\_\_\_\_ the program before you download it.
- 2 A(n) \_\_\_\_\_ will record your password.
- 3 Without antivirus software, computers are open to a(n) \_\_\_\_\_.
- 4 Put up a(n) \_\_\_\_\_ to keep hackers out of your computer.
- 5 Download the \_\_\_\_\_ to make the program work correctly.

- 5 Listen and read the email about safety measures again. What should users do when popups appear on a web browser?

## Listening

- 6 Listen to a conversation between two employees at Harper Company. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The antivirus software is causing the employee's problems.
- 2 \_\_\_ The browser cannot access any online information.
- 3 \_\_\_ The employee's firewall settings are too strict.

- 7 Listen again and complete the conversation.

Employee 1: None of my programs have online access.  
Employee 2: What about 1 \_\_\_\_\_?  
Employee 1: The browser opens, but I can't access any websites. Most importantly, I can't use the email client.  
Employee 2: That's a big problem.  
Employee 1: I know. I think 2 \_\_\_\_\_.  
Employee 2: Are you sure? The company's 3 \_\_\_\_\_ is pretty powerful.  
Employee 1: I know, and 4 \_\_\_\_\_.  
Employee 2: Oh, the firewall. How high are your settings?  
Employee 1: 5 \_\_\_\_\_.  
Employee 2: 6 \_\_\_\_\_. You need to lower the level if you want your programs to work.

## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*What about your browser?*

*How high are your settings?*

*You need to lower the level if you want your programs to work.*

Student A: Your computer cannot access the Internet. Talk to Student B about:

- the problem
- what works on the computer
- firewall settings

Student B: You are Student A's coworker. Answer his or her questions.

## Writing

- 9 You work in an IT department. Using the email and conversation from Task 8, write an email to your co-workers about security (120-150 words). Talk about:

- What security measures there are
- What threats there are to computers
- How the company plans to monitor its employees on the Internet

