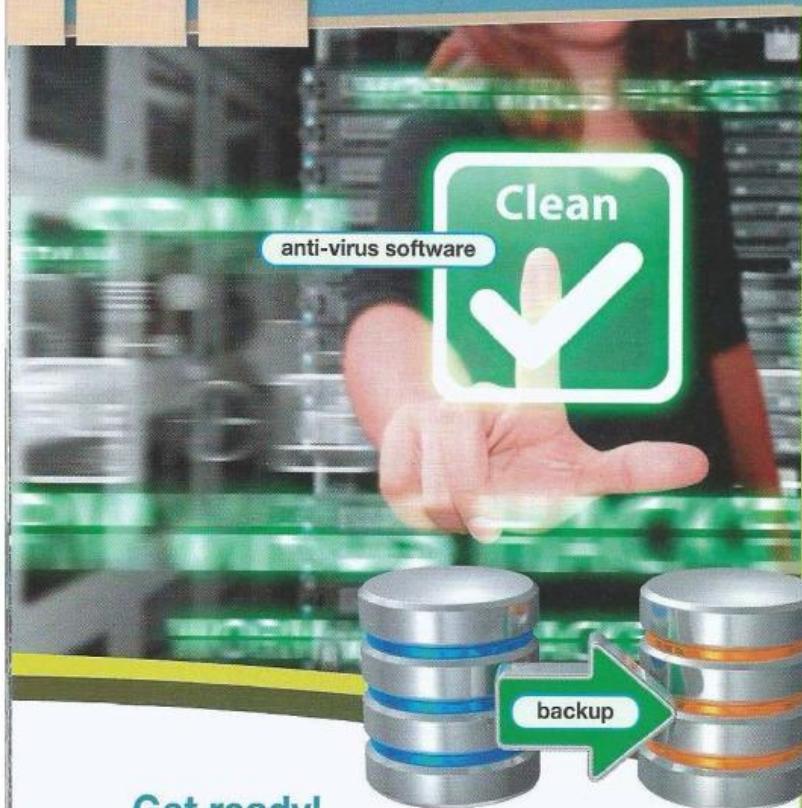




LIVEWORKSHEETS



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways to keep a computer secure?
- 2 What are some common features of anti-virus software?

Reading

2 Read the product description. Then, choose the correct answers.

- 1 What is Safety Net's most important product?
 - A web page analysis
 - B virus removal services
 - C backup services
 - D anti-virus software
- 2 Which of the following is NOT a feature of Safety Net's anti-virus software?
 - A It puts dangerous files in quarantine.
 - B It eliminates false positives.
 - C It prevents pop ups.
 - D It detects spyware.
- 3 How often does the backup service create copies of files?
 - A every hour
 - B every day
 - C every week
 - D every other day

Safety Net Internet Security

Safety Net offers a variety of products designed to keep your web browsing safe, secure, and enjoyable.

ATTENTION!
VIRUS
DETECTED

Anti-virus software: Anti-virus software is your most valuable line of defense against viruses and other threats. Our program **blocks** unauthorized access to your computer, whether through **rootkits** or spyware. It runs daily scans to **detect** malware, and it prevents **pop ups**. Safety Net anti-virus protection automatically **quarantines** suspicious files. We also have the lowest rates of **false positives** and **false negatives** of any anti-virus software.

Anti-virus updates: If you have already purchased Safety Net software, you can download free updates using our website. We will send email reminders when updates become available.

Virus removal services: If you are infected with a virus, our experts are available by phone to help you determine how best to remove the virus.

Backup files: Sign up for our automatic online backup system to protect your files from unforeseen threats. Once a day, this program makes **backups** of all of your files and uploads them to secure online storage.

Webpage analysis: We also offer analysis services to determine whether your webpage is not only secure but working efficiently. We use formulas designed with your specific webpage in mind.

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

1	— block	5	— pop up
2	— backup	6	— update
3	— rootkit	7	— web page analysis
4	— removal	8	— anti-virus software

- A taking something out
- B a renewal of a program to make it current
- C a program that protects computers from online threats
- D a copy of a file or program
- E to prevent something from happening
- F a system for gaining undetected access to a network
- G a small window that appears unexpectedly
- H an evaluation of a web site's functions

4 Read the sentences and choose the correct words or phrases.

- 1 The program was put under **detect/quarantine** in case it was infected.
- 2 The program appeared to be free of viruses, but it was a **false positive/false negative**; it was actually infected.

5 Listen and read the product description again. What are some common threats to Internet security?

Listening

6 Listen to a conversation between an IT employee and a manager. Mark the following statements as true (T) or false (F).

- 1 The new computers do not have anti-virus software yet.
- 2 The anti-virus software does not block pop-up ads.
- 3 The anti-virus software automatically includes webpage analysis.

7 Listen again and complete the conversation.

Manager: What kinds of products do they have?

Employee: They have a great anti-virus program. It 1 _____ - _____ ads and uses an automatic quarantine system.

Manager: Do you have to buy updates?

Employee: No, they're 2 _____ the program.

Manager: That's good. 3 _____ do we need?

Employee: I think it's 4 _____ pay for their backup services, too.

Manager: 5 _____ make our own backups?

Employee: We could, but people 6 _____ forget. This service automatically updates files every day.

anti-virus recommendations

Speaking

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

USE LANGUAGE SUCH AS:

I recommend ... as soon as possible ...

What else ...?

I think it would be a good idea ...

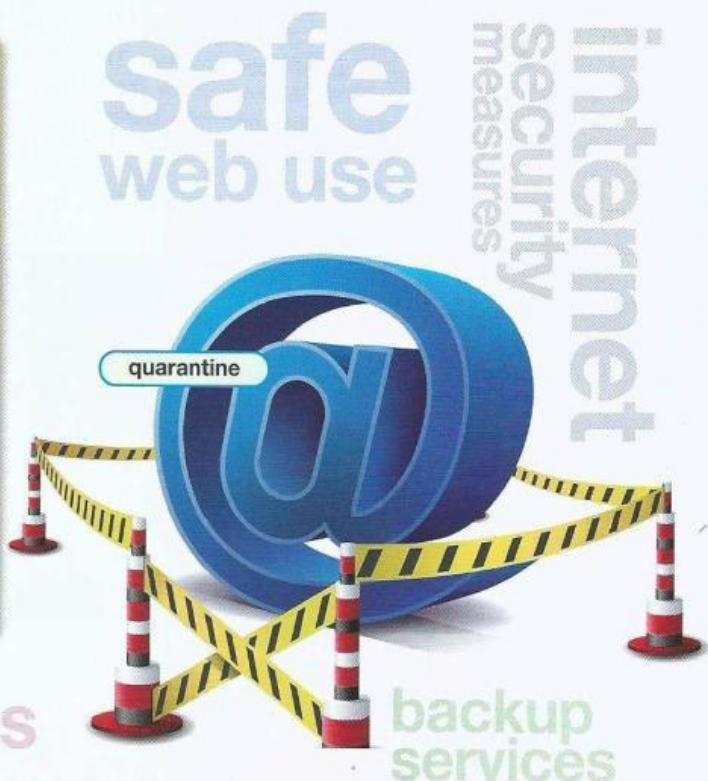
Student A: You are an IT employee. Talk to Student B about:

- computer security
- recommended protection products
- backing up files

Student B: You are a manager. Talk to Student A about purchasing security software.

Writing

9 Use the product description and the conversation from Task 8 to write an email recommending Internet security measures. Include: anti-virus recommendations, backup services, and safe Web use.



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What do you think are some of the advantages to online banking?
- 2 What are some security concerns related to online banking?

Reading

2 Read the webpage. Then, choose the correct answers.

- 1 What is the main purpose of the webpage?
 - A to announce changes to the online banking program
 - B to inform customers about online banking services
 - C to compare online banking providers
 - D to explain how to do an electronic funds transfer
- 2 Which of the following is NOT true of the online banking program's security?
 - A The website provides a secure connection.
 - B Online banking allows you to see all your transactions in real time.
 - C The bank requires individual identification numbers before online activity.
 - D Electronic statements are less secure than paper statements.
- 3 How does the bank verify identity before online transactions?
 - A with an SSL connection
 - B by asking for a PIN
 - C through using site key
 - D by asking for the account number

WORK

direct deposit

STATE BANK

Learn more about the services we provide through online banking!

• Electronic statements

- You can receive your monthly statements delivered to your email account. Don't risk having your statement and **account number** delivered through the mail.

• Bill pay

- Instead of receiving paper bills in the mail and sending checks to pay them, set up online **bill pay**. Simply enter in the recipient's information and your account number. Then you'll be ready to go. You can even set up automatic monthly payments from your account.

• Electronic funds transfers

- You can send money online to other customers free of charge. You save a trip to the bank and save money. You can also set up **direct deposit** from your **payroll** or any other source.

• Security

- Our website uses an **SSL connection** and **Site Key** to ensure the security of your financial information. Before every transaction, we will verify your identity by asking for your **PIN**. Online banking keeps you safer because you are able to **monitor** all **account activity** in real time.



Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

1 <input type="checkbox"/> payroll	5 <input type="checkbox"/> online banking
2 <input type="checkbox"/> monitor	6 <input type="checkbox"/> direct deposit
3 <input type="checkbox"/> bill pay	7 <input type="checkbox"/> SSL connection
4 <input type="checkbox"/> PIN	

A a code used to verify a customer's identity
B an automatic credit of funds into an account
C to review or check
D an online service that allows you to make payments without sending checks
E employees' wages for a specific time period
F the ability to conduct financial business online
G an encrypted connection that protects data

4 Read the sentences and choose the correct words or phrases.

- 1 Review your **account activity/payroll** for any suspicious transactions.
- 2 This bank offers **online banking/Site Keys** so customers can conduct financial business from home.
- 3 An **electronic statement/SSL connection** provides information about transactions.
- 4 The woman made a **bill pay/an electronic funds transfer** to move money from savings to checking.

5 Listen and read the webpage again. What are the main services offered?

Listening

6 Listen to a conversation between a banker and a customer. Mark the following statements as true (T) or false (F).

- 1 The woman is concerned about her PIN number being on her statement.
- 2 The man describes the website's security features.
- 3 The woman wants to stop receiving paper account statements.

7 Listen again and complete the conversation.

Banker: Hello. State Bank – this is Robert. How can I help you?

Customer: Hi. I'm interested in your 1 _____ program.

Banker: Great! I'd 2 _____ tell you more. Is there anything specific you'd like to hear about?

Customer: I'm mostly interested in being able to pay my bills online.

Banker: Oh yes, 3 _____ is a useful service. Basically, you give us the information about the company you need to pay, then we'll pay them from 4 _____.

Customer: Wait – 5 _____ that you automatically pay the bill?

Banker: Yes, that's right. You set it up and then we pay the bill.

Customer: Wow, that does sound 6 _____. And what about electronic statements?

Speaking

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

USE LANGUAGE SUCH AS:

Is there anything specific ... ?

So you're saying ... ?

That's just what I need.

Student A: You are a customer. Talk to Student B about:

- online bill pay
- security
- electronic statements

Student B: You are a banker. Talk to Student A about the services your bank provides.

Writing

9 Use the webpage and the conversation from Task 8 to write a summary about online banking. Include the benefits of online banking and security measures.