



 **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	C every week
B every day	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.

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 ...

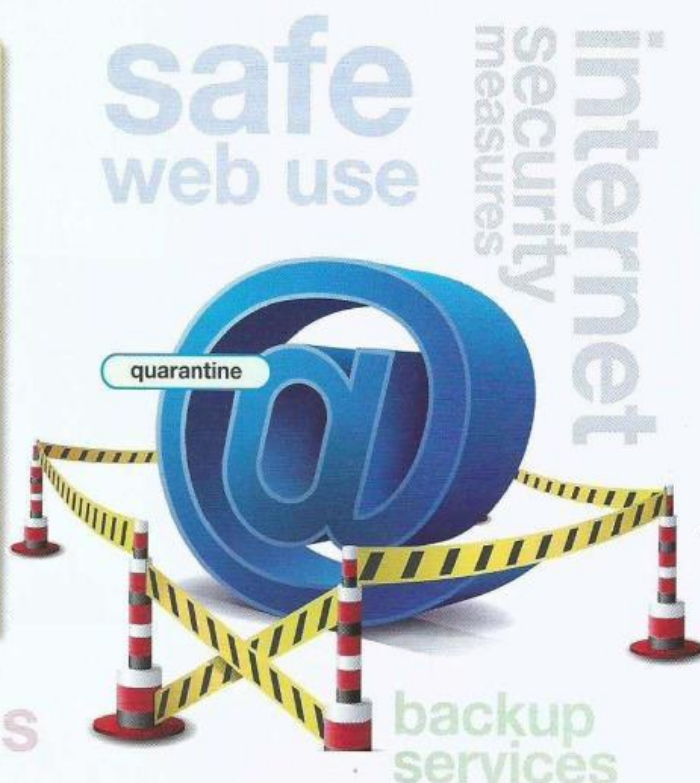
Student A: You are an IT employee. Talk to Student B about:

- 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.



10 Online Banking

Get ready!

- Before you read the passage, talk about these questions.
 - What do you think are some of the advantages to online banking?
 - What are some security concerns related to online banking?

Reading

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



HOME

ABOUT US

SERVICES

CONTACT

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.



WORK

direct deposit

Vocabulary

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

- | | |
|----------------|----------------------|
| 1 ___ payroll | 5 ___ online banking |
| 2 ___ monitor | 6 ___ direct deposit |
| 3 ___ bill pay | 7 ___ SSL connection |
| 4 ___ 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.