

Family fun booklet

2nd edition

Taming
the web!



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LIBERTY GLOBAL

SECURITY brings SAFETY

TO BE OR NOT TO BE ONLINE :-)

Anna and Alex are very interested in the devices their parents use. Their dad just received a new smartphone from work and their mum got a tablet as a birthday present from the family. Alex is asking for a new games console that has internet access and Anna thinks it is time for her to use the laptop more frequently, as most of her friends do. Their mum tells them that they can both go online for up to an hour each day, as long as their homework is finished.

“Did you know that mobile devices and computers are a bit like humans?” Helen asks Anna and Alex.

Helen is a girl from the neighbourhood. She studies computer science and IT at university and babysits Anna and Alex from time to time.

Alex and Anna’s mother and father have invited Helen over for afternoon tea and asked if she’d help them set up and connect their new devices to the internet. They would also like her to give a hand with the family **safety settings**.

“How can a mobile or a computer be like a person?” Alex laughs.

“Well, it has a memory and a **processor** that works rather like your own memory and brain,” Helen explains. “With a memory and a processor you can store loads of valuable files containing things like programs, pictures, videos, documents, games and music, each in its own special place,” she continues.

“Hmm, does that mean a computer works a bit like a chest of drawers?” asks Anna.

“Yes, exactly,” Helen answers, nodding her head. “Except that the computer knows where EVERYTHING is stored. You can also tell your computer to perform all kinds of amazing things through something called **computer programs**.”

Alex jumps up. “Oh, yes, I know about them, that’s what we call **software**!”

Anna is puzzled. “Soft-wear” sounds like her feather-filled parka or fluffy slippers.

“How much ‘soft-wear’ can you squeeze into a computer?” she asks.

“You don’t have to.” says dad with a chuckle. “**Hardware**, in the computer world, refers to the physical parts in a computer or related devices. There are many different kinds of hardware that can be installed inside (e.g. the motherboard), and connected to the outside (e.g. the screen, the printer, the scanner, the webcam) of a computer. Software, on the other hand, consists of the programs and applications that run on computers and other devices. They need the hardware to be able to be used. If software is the brain of the computer, then hardware is its body.”

“And what about **apps** then” Alex asks, “Are they also programs?”

“Good question”, Helen replies. “Software will make sure the hardware of a computer can work; then you can use application software (apps) to perform specific tasks like creating a photo gallery. There are also mobile apps nowadays, which are created for mobile devices such as tablets and smartphones.”

Anna hears her parents talking about their ‘internet connection’.



Match the Picture with the words:



..... = tablet

..... = laptop

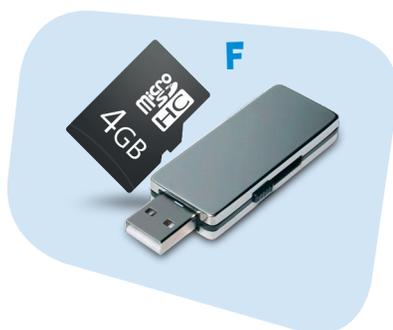
..... = **USB stick (or memory stick)**

..... = screen

..... = **smartphone**

..... = **printer**

..... = **games console / Wii, Nintendo DS...**



“What’s ‘internet?’” she asks.

“It’s a ‘network’,” says mum. “The internet is what connects your (computer) device to other devices all over the world; all these devices such as smart- and mobile phones, smart TV, laptops and tablets can be connected to each other around the world through a network of cables and/or via satellites.”

“One of the great things about having an internet connection is that you can send messages and mails and communicate with anyone, anywhere in the world. You can share anything you like with them,” adds dad. “And via satellites, our devices are being positioned at all times; actually, we can never be really lost.”

“Apps and program that use this sort of technology are using ‘location-based services’ as they will pinpoint the location of the device.”, Helen explains. “I can tell you more about this later.”

“Helen, how safe will we be online if we connect to the internet?” asks mum, turning to Helen with a worried look on her face. “We can do that at home, at school or when we are travelling, but does that mean anybody will be able to know everything about our family?”

Helen explains that a computer device has thousands of **ports** that are like doors. These open and close to receive and send information whenever you connect to the internet.

“It’s like a huge castle that you need to defend,” she says.

“But how can we guard thousands of doors, Helen? Not even Alex could manage that,” Anna asks.

“I’ll give you all some tips,” says Helen and starts explaining. “To be safe, you should first make sure your computer or device is secured... that’s the start – and after that, you need to behave responsibly, it’s actually not that different from what we should do in the real world,” she winks ;-)

“Let’s first look into how we can secure our computer or our phone – later we will talk about our behaviour.”

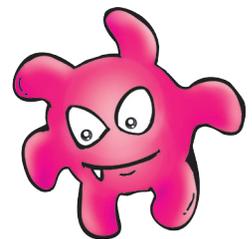
SECURING YOUR COMPUTER AND OTHER DEVICES

Attacks

“Did you know that an un-protected computer or (mobile) device can be attacked by malicious internet users from anywhere in the world? That’s why you need **a firewall**. A firewall is like a border checkpoint. The border guards check everything that goes in or out of your computer. Sometimes, when you buy a new device, it comes with a firewall and anti-spam and anti-virus software. I’ll check it out and, if necessary, I’ll install them on your computer right now,” says Helen.

A healthy computer

“Do you remember what we said about software? Well there is not only good software, but also harmful software that can be spread around on the net,” continues Helen. “**Viruses, worms, trojan horses** and **spyware** are dangerous programs that can be automatically installed without your approval or knowledge and infect your computer... it’s just like how we humans get a cold or the flu. This harmful software is often referred to as **malware**.”



A safe tablet or smartphone

“Securing your tablet or smartphone is another story, but equally important. Treat your mobile device like a laptop!” smiles Helen.

“So, how do we stop our computer from getting sick, Helen?” asks Anna.

Helen is glad to give some ideas:

- “Fight viruses and spyware with **anti-virus** and **anti-spyware** programs. These are good programs that defend and protect your computer. Never surf the internet if your computer is not protected. That’s like having a border with no guards. If your computer still gets infected, give me a ring,” says Helen.
- “If your computer starts behaving strangely, it might be infected. If it’s unusually slow, if your **homepage** changes, if you are directed to strange pages or if a lot of small windows start popping up on the screen, your computer might have a bad case of the ‘flu!’”
- “You can catch a virus if you open email attachments from unknown senders, or even from a known sender, but with an undefined subject line. You can also catch it by **downloading** a game or music from a website, by using an unsafe website or **link**, by clicking on (suspicious-looking) pop-up windows or by using an infected **USB stick** (memory stick).”



Helen stops to bite into her cookie and then goes on installing the two important programs she has just told Alex and Anna about: the anti-virus and anti-spyware programs. Anna’s head is spinning from all the new information.... She needs a break, and a cookie, too!

Helen says, “You know, we are eating real cookies now, but **cookies** also exist on the net! Cookies on the internet collect information about the person that is surfing on a certain webpage. It is best to consider what you do with them – opt out or not? - and to talk to your mum and dad about it. Cookies are not really dangerous, they cannot contain viruses, but they can collect information about the sites we are visiting.”

Mum serves Helen some more tea and sighs: “And what can we do about **spam**?”

FIGHTING SPAM

Helen says that about 8 out of 10 emails circulating on the internet are spam.

“So what is ham... I mean spam?” asks Anna.

“In our mailbox we get our newspaper, bills and postcards. But we also get mail selling things that we don’t want. We throw this junk mail in the recycle bin right away,” explains dad.

“Spam is email that you haven’t asked for,” adds mum.

“What’s so bad about spam then?” asks Alex.

“Spam can spread viruses. It can also lure you into buying unnecessary things, or even unreliable or illegal products, or into visiting strange websites,” dad answers. “It’s also not just through email, you can receive spam messages on social networking sites too – so you need to stay alert!”

Alex is really keen on using email with his friends and family abroad, and wants to know how he can tell the difference between spam and normal email.

Helen explains that he should keep his eyes open for emails that come from people he does not know or that contain attachments or which have subjects promising a lot. If something looks too good to be true, then it usually is. In some cases, Alex should even be careful with emails from people he knows as they may have been infected with a virus that they weren’t aware of. It is best never to open an email with an attachment if you’re not sure about the source or sender. Spam mail often comes with spelling mistakes. He should also activate a **spam-filter** in his email and be careful not to open any pop up.

She also says that using one single email address for everything you do on the net will probably attract a lot of spam.



“So is one email address not enough?” Anna asks.

“If you do different things on the net, you should create several email accounts: one for sending private emails and another for your social networking profile.” Helen replies. “When you create your email account, be aware that your email address is public most of the time, anyone can see it. It is best to choose an email address that doesn’t reveal too much personal information and that cannot be misinterpreted by anyone. For that reason it’s better not to refer to yourself as michelbraun080398,” says Helen, “as this could be giving away not only your full name but your date of birth as well.”

Follow Helen’s advice and tick the green or red check box: green is for a sensible email address and red for one that is not a good idea.



Vicky Smith:

ViSmi@hotmail.com



Vicky.Smith@hotmail.com



Sharon Potter:

Sharon.hotmissy@gmail.com



Sharon.missy@gmail.com



Jim Robbins:

Jim11042004@yahoo.com



Jimmyboy4321@yahoo.com



CREATING STRONG PASSWORDS

“If we want to protect our devices and accounts, we should lock them when we don’t use them,” Helen continues.

“That’s right!” dad says, “It’s like locking the car when we are not driving it.”

“Don’t we need to have a key then?” Alex asks.

Helen nods: “Yes, you do, but for your computer and online accounts your key will be a **password**. It is important that you choose this yourself.

“A smart password is long - at least eight characters - and contains both upper and lowercase letters, numbers and symbols. Think of a phrase that makes sense to you such as: *My big brother Alex is 11 years old*. Take the 1st letter of each word: mbbaieyo and then change some of the letters for numbers or symbols: for example the A in Alex could be replaced with @, the e from eleven could be replaced with the number 11 and the o in old could be replaced by a zero 0, the b in brother with an 8 – the result will be mb8@i11y0 which will be very difficult for someone to guess or memorise.

“But remember, Anna, a password is only really good if you keep it secret. If you give it out to other people they can access your devices and accounts and read your private messages, or pretend they are you and say things that you would never say!”

Help Anna create a really good password by following Helen's tips:

Anna and Alex look for a piece of paper as they try to think up a password that is more than 8 characters long and easy for them to remember but for nobody else to guess.

"If you write it down then you must quickly destroy the paper!" Helen warns.
"Otherwise somebody could find it!"

EXPLORING THE NET AND LOOKING FOR INFORMATION

"OK, Helen, let's surf!" Alex jumps up and down enthusiastically.

To help Anna understand before Helen goes any further, take a look at the activities in the box and draw a circle around those things that you can ONLY do if you're connected to the internet.

email Play a game watch a film Download a Program
listen to music Phone look up information write a story
Chat Draw Upload a Picture from a Digital Camera
Upload Pictures to your Profile Buy Products edit a Picture
edit your Profile Upload a video

Helen explains that on the internet you can find websites on any subject that you can imagine. All websites have an address such as www.saferinternet.org. But there are so many sites in the whole wide world that some people created search engines (Google, Yahoo, Bing, etc.) to search for websites using keywords. To illustrate this, Helen opens a browser. In the URL field, she types in the address of a kids search engine: www.gooligans.com



“Search engines make it so much easier to fish in the internet ocean,” Helen explains. “Clever surfers can tell which fish are good and which fish aren’t,” she continues.

Alex has got itchy fingers and wants to look up information on Tyrannosaurus Rex, the mightiest of dinosaurs. He types in “Tyrannosaurus Rex” and he gets several “hits”. Alex is really curious. He finds three websites with excellent information and pictures.

“This is awesome! With this, I could write the best project ever for school,” says Alex, “And impress everyone. It would look so cool, with pictures and everything...”

“You certainly could!” says Helen, “But don’t just trust the first good page you get. Go to at least three different sites and compare the information you find on them. Remember: anyone with internet access can create and publish information on the net, even things that aren’t true!”

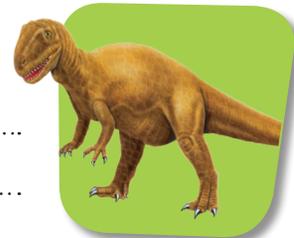
“And when you use the internet to help with homework, always mention the source of the information and pictures you have used... that’s what a true scientist would do.”



Together with your parents, type www.google.com in your browser or the specific kids browser www.gogooligans.com. Look up information on Tyrannosaurus Rex, and try to find when this dinosaur lived on earth. Also try to find a good picture representing a Tyrannosaurus. Do not forget to cross-check the information you find on three different websites. Do you find different answers? Make sure that you verify your sources and that what you finally use in your paper is really true.

When did Tyrannosaurus Rex live?

.....
Sources:
How many different answers did you find?



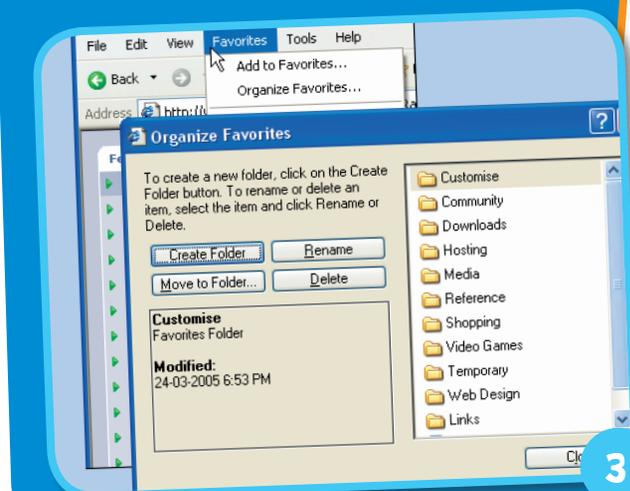
What did a Tyrannosaurus look like?

.....
Sources:
How many different answers did you find?

Alex wants to save the URL of the three websites so, helped by Helen, he saves the pages to his **folder** of favourites by going to the page, clicking on the **Favourites** menu on the top **toolbar** and adding the page to this folder. He can even make a new folder under his own name, to keep his favourites in a different spot to Anna's. Alex feels proud of himself. His parents are also proud of him. Anna is also proud of him, although she feels a little bit jealous, too.



Together with your parents, type www.gooligans.com in your browser. Then search for a subject, for example Tyrannosaurus Rex, and save the three sites you think are most interesting by clicking on the favourites menu at the top of the browser page and adding them to your favourite sites. You can make your own folder too.



“Remember, young surfers,” says Helen. “Sometimes you may look for things on the internet and find websites that have nothing to do with what you’re looking for. You may find websites with content that is of no interest to you, websites that present information you cannot trust or that might even upset you. If you happen to see content that makes you feel uncomfortable, talk to your parents about it so that they can report it to the website owner or a helpline (www.saferinternet.org/helplines) if appropriate. If your parents think that the content is illegal, then they should report it to a **hotline** (www.inhope.org). By doing this you contribute to making the internet a better place.”

HELEN'S GOLDEN RULES ON SAFETY



- Use anti-virus, anti-spyware and spam-filter software on your computer or mobile devices – always surf on a protected computer or device!
- If your computer or mobile device starts behaving strangely, it may have a virus. Alert your parents/carers so they can contact an expert if necessary.
- If you come across content that makes you feel uncomfortable, make it a habit to ask your parents/carers to report it to the site owner or to a helpline (www.saferinternet.org/helplines) or hotline (www.inhope.org), as appropriate.
- Only open or answer emails from people you know, and verify that there is no strange attachment.
- Keep your email as private as possible, by not publishing it deliberately on the web.
- Beware of SMS spam: only share your mobile phone number with people you know well.
- Create strong passwords – at least eight characters long – which contain both upper and lowercase letters, numbers and symbols.
- A password is only really good if it's secret!

HELEN'S GOLDEN RULES ON SURFING

- Compare the information you find.
- When using unfamiliar websites, check who has created the content and ask an adult if you are unsure about whether it contains reliable information.
- Tell your parents if you come across content that makes you feel uncomfortable, and ask them to report it.

HELEN'S USEFUL LINKS

- Anna and Alex can play games on www.esafetykit.net
- Good security tips can be found on www.saferinternet.org
- To report unpleasant or upsetting content or discuss a problem they encounter on the internet, children or parents can contact their national helpline: www.saferinternet.org/helplines
- Illegal content can be reported to the national hotline: www.inhope.org
- To know more about cookies and how to delete or control them, visit www.aboutcookies.org

TEST YOUR INTERNET SECURITY @ HOME

Circle the right answer

Who knows your password?

-  ... only my very best friends, who I can trust with my secret.
-  ... a lot of my friends.
-  ... nobody but me (remember it is okay if your parents know what your password is).

How can you help your computer to be safe from viruses?

-  Turn it off at night.
-  Use anti-virus, anti-spyware and spam-filter software.
-  Don't play games on it.

You receive a mail marked [SPAM]. What do you do?

-  Delete it or mark it as SPAM.
-  I leave it in my inbox.
-  I open it to see if it is really SPAM. If it is, I delete it immediately.

You're using the internet to help you with your homework when a banner pops up saying you have won a great prize! What do you do?

-  I will only click it if I know the website or the product the banner is from.
-  Ignore it – you haven't won anything and it will probably take you to a site that will try to sell you something – clicking on the banner may even infect your machine with a virus.
-  Just click on the banner to see what it's all about.

How private should you keep your mobile phone number?

-  Quite private! A lot of people at my school know my number.
-  Not at all, I've published it on my public profile page.
-  Very private! I only share it with people I know and trust.

How Did you Do?

 You need to improve your knowledge. Surfing and having fun on the internet is only possible if you know how to stay safe. Ask your parents and teachers for more information, and check out further information here: www.childnet.com

 Good, it looks like you already know a lot about computers and the internet, but you are still making some mistakes. Take your time to get more information on internet security. Visit the Childnet portal for more information: www.childnet.com

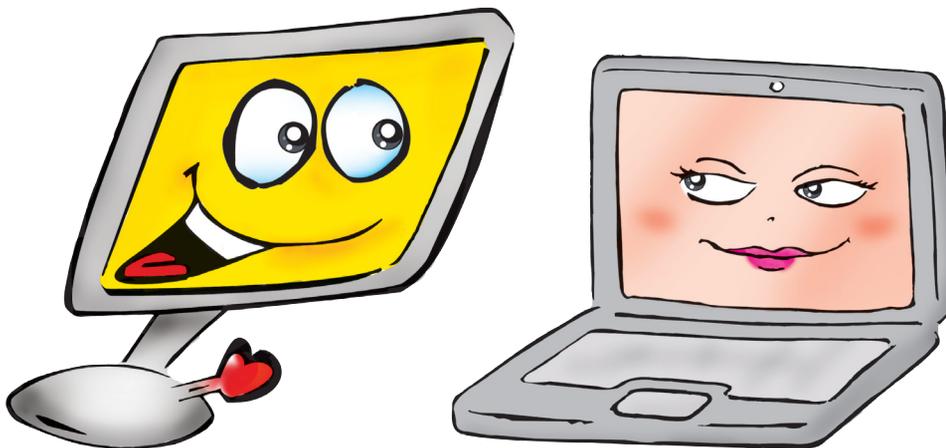
 Congratulations – you are an internet security expert. Keep up your smart online behaviour and stay updated with the information on the Childnet website www.childnet.com

You have mostly circled:

DID YOU GET IT RIGHT?

Fill in the missing words... if you have doubts, just have a look back at the text.

- If software is the _____ of the computer, then hardware is the _____.
- To be safe, you should make sure that your computer or device is _____ and you need to behave _____.
- If your computer starts behaving _____, it might be infected.
- You can catch a _____ if you open attachments or links from _____ senders, or suspicious links or attachments from _____ senders, by _____ a game or music from a website, by using an unsafe website or link, by clicking on _____ pop-up windows or by using an _____ USB stick _____ or surfing on an _____ computer.
- Keep your eyes open for emails that come from people you do not _____, containing _____ and/or with _____ promising a lot: they can be _____.
- Using one _____ email for everything you do on the net will probably attract a lot of _____.
- A smart _____ is long – at least _____ characters – and contains both upper and lowercase letters, numbers and symbols.
- A password is only really good if it's _____.
- Don't just trust the _____ good page you get. Check at least _____ different sites and _____ the information you find on them. Remember: _____ with internet access can create and _____ information on the net.
- If you happen to see bad content that makes you feel uncomfortable, _____ to your _____ about it, so they can _____ it if necessary.





COMMUNICATING LoL ;-D

PIECES OF THE PUZZLE

“When can I start talking to my friend online?” Anna asks Helen, jumping up and down excitedly.

Helen is over at Anna and Alex’s place to babysit them while their parents are out. They have finished their homework and decide to pool their half-hour computer time and use it for learning more about user accounts and **chatting** online. Anna is particularly eager to start chatting as she has a new friend that she met on holiday, Jenny, who lives in the USA. Jenny has given Anna her profile details.

“You can start talking to Jenny and sharing things you like as soon as we create your user account,” says Helen with a smile.

“What is an ‘**account**’, Helen?” asks Anna. “Can I also see my friend Jenny when I talk to her?”

Helen explains: “In the offline, physical world, when you **subscribe** to a magazine or join a sports club, you have to fill in a short form with information about yourself. To be able to use an **email** or online service, you have to do the same thing. You choose an email service or a social networking or chat service suitable for someone of your age – and you **sign-up** to become a member of that service. Many online services will let you use your camera (**webcam**) when you are talking to people online. It’s like calling somebody on the phone except that if you have both activated the camera on your online devices you can hear AND see each other.”

“Cool!” Anna says excitedly. “Does that mean I can see everyone I chat to?”

“Well, it’s best to begin without using the webcam. Even if you think you know the person you are talking to, you should remember that a camera can show a lot of private information about you. That’s why your parents have asked you not to use the camera without their permission,” Helen reminds Anna.

“Can I create a user account too?” Alex joins in.

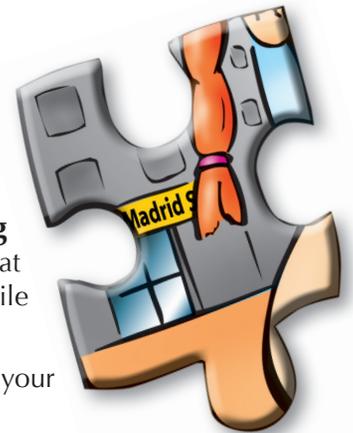
“Yes, first we will set up an email account and then we can use the **email address** to sign up for your social networking profile.”

SETTING UP AN EMAIL ACCOUNT

“So let’s start setting up Anna’s email account,” says Helen, clicking on the **browser** to open an email service.

“We will create an email that does not reveal your entire name. Your friends and family sometimes calls you Annie, so what about ANEE@mymail.com?” Helen asks Anna. Anna nods.

“We will have to use your real name in your **user profile**, and other information like your country, date of birth and perhaps a telephone number. It is important for the provider to know who you really are and be able to help you if things go wrong.”



SETTING UP A SOCIAL MEDIA ACCOUNT

"Now you have an email address, you can set up your social media account. Let's choose a service you can use to stay in touch with Jenny," Helen continues as she opens a registration form on a social media website. The information that you give to present yourself online is called your **profile**. Choose the information you fill in carefully and remember that any information you share **publicly** can reach tens, hundreds, thousands or even millions of people."

Anna looks a bit perplexed so Helen tries to explain a bit more.

"You know the 'guess who' game we used to play sometimes? When you ask questions such as the age, colour of eyes or hairstyle, you are in reality trying to figure out the profile of the person you have to find."

"So, people are trying to figure out who I am?" asks Anna innocently.

"Sometimes they are," Helen explains. "You may not think about it but you can easily give away too much information about yourself to people you don't even know. Even if you just give your **nickname**, your email address, a picture of yourself, or the name of the school you attend, strangers may already know a great deal about you. More than they should, actually. Private information is like a puzzle, and strangers can put together the small pieces, even if they're very different from each other, to make a bigger detailed picture. It's also important to know that a lot of mobile devices with an **internet connection** like phones or **tablets** can show your exact location. When you take a picture or log into your profile, the device could be trying to locate you so that this information can be linked to your profile and shared publicly."

"That's creepy..." says Anna quietly. "How can we stop them from doing that?"

"Well, just be as careful on the internet as you would in the offline world," replies Helen. "You wouldn't publish your name, age, address, holiday pictures and telephone number in a magazine, right? And you wouldn't post this kind of information on a billboard for everyone to see, either, would you? Just remember that you are the 'keeper' of your personal data. Don't give out any more than you need to, and always look for the box on your user accounts that asks you if you want to keep your information private." It's also possible to switch off the ability to share your location – ask your parents/carers to help you to do this

"I know!" says Anna, "I can make up fake information about myself. I can pretend to be someone else... how about that?"

"It's good that you're thinking," says Helen, "but protecting your privacy doesn't mean lying about your identity. You are still responsible for whatever you do and whatever you say on the internet." That's why the providers ask you for real information, but it's up to you to decide how much of this information you share online.

"I can fill in the form," volunteers Alex, "if you just tell me how to fill in the blanks. But what are all these *stars*?" he asks.

"The stars indicate the fields that we are obliged to fill in," Helen informs them.

* Name:

Anna

"To create your account or user profile on a mail service or a social networking service, you usually have to use your full name. You link it to 'secret questions' to protect your account and you can choose

a nickname to go 'public'. I'll tell you later about the secret questions."

* **Nickname or screen name:** Anne

"Your nickname should be simple and neutral, and not reveal your real name." Anna decides to go for 'anee' because that's what her family and friends sometimes call her. "Your nickname can also be called a 'screen name' because it's the name people see on their screens."

* **Email address:** anee@mymail.com

"Your brand new, private email: anee@mymail.com."

* **Country:** United Kingdom

"You can mention the country you live in, but it is best to keep your address, phone number and school or youth club private. Some email services might ask for your phone number only to be able to reset your account or solve problems if necessary. If you are able to see from the form that this information is not for wider publication, you can enter your phone number. Ask an adult to help you with this."

* **Date of Birth:** 21.12.2007

"The same goes for your date of birth. To create your profile, you can give the exact data, but for your public profile you may want to limit the information and only show your birthday and not the calendar year. That way, people who don't know you and are specifically looking for somebody of your age won't easily find you."

* **Secret question:** Your teacher's name

"Hey Anna", Helen suddenly asks. "Who was your all-time favourite teacher?"

"Oh", Anna says. "That would be Mr. Spencer; he made me laugh a lot".

Helen explains: "Lots of online services use secret questions when you create an account. This is a good way to stop other people from accessing or hacking into your account. Usually you have different questions to answer, e.g. favourite teacher, favourite food, name of your pet... Choose something that is not easy for anybody else to answer. Your pet's name is not a good idea, because it is too easy for others to know or find out. So we have chosen the secret question: 'Who was your favourite teacher?' 'Mr. Spencer' is your answer."

"And now, Alex, you can give Anna's profile a last, but very important, tweak," says Helen. "Go to her profile settings and choose 'PRIVATE', so that only the people Anna chooses can see her profile and communicate with her."

"Wait, I'll also personalise Anna's profile a bit with an **avatar**," says Alex excitedly, and Anna chooses an icon from the list that she finds cool.

"Jenny will be the first person we add to your **contact list**," continues Alex. "Here you go Anna. Hey, look, your friend is online! And she has written 'Welcome' on your 'wall.'"

"What is a wall, Helen?" asks Anna and she looks very puzzled.

"Ha ha", Helen replies, "I guess you are thinking about bricks and stones Anna, but an online wall is a public space on your social networking profile. Everybody who you accept as a friend, can write something on your wall and anybody else who are friends with you can read this 'post'.

Follow Anna's example and create a safe profile.

* Name:

* Country:

* Nickname or screen name:

* Date of Birth:

* Email address:

* Secret question:

PICTURES, VIDEOS AND CAMERAS



"Now, it's my turn to use the computer," says Alex. "Can you show me how to send our holiday pictures to my aunt in France, Helen? Can I just post them on my profile 'wall'?"

"Sure," says Helen. "You can send the pictures by mail and then it is just a communication between you and your aunt. You can also post them on your wall and link them to your profile, but you had better think before you do that and consider carefully who you want to see the pictures. The question is whether you want anyone to be able to see pictures of you, Mum and Dad and Anna swimming, sun bathing etc... Just remember that you always have to be able to trust the people you send your pictures to. With the internet and mobile phones, pictures can travel around the world in seconds and then stay on the internet forever. Not to mention that images can easily be **manipulated!** So long as you are aware of that, you can have a lot of fun with pictures and videos. There's also software and apps that you can download for free and use to make beautiful slide shows or videos with music."

"I like videos" says Alex who gets all excited about this. "I think I'll switch-on my camera the whole time, so we can see our cousins in France and I can talk with my friends..."

"Well, the same thing applies here," says Helen, "use it only with people you know and trust. Some people may use webcams for spying. I always turn mine off when I'm not using it. Otherwise I feel like somebody's watching me..." says Helen with an awkward laugh. Whenever you take a photo or make a video, remember that you need to be as respectful to others as you would want them to be to you. Once photos or videos are online they can be very difficult to get back, and many people can see them so quickly that you can lose control."

CONTACT WITH 'STRANGERS'

"Isn't the internet a good place to meet people that like the same things as I do and to stay in touch with my friends after school?" asks Alex.

"Certainly," replies Helen. "You can participate in discussions on **forums**, game platforms and **social networking sites**. A good idea is to use sites specially designed for young people. A good site will have **moderators**. These are real people who actually check that users respect themselves and each other.

It's always best to use sites like this, especially when you want to contact people you don't know yet in real life."

"I have friends in school with more than 800 online friends; do they all know them in real life?" Alex wonders.

"I don't think so", replies Helen with a smile, "but some people think that the amount of online friends that they have is an indicator of how popular they are. You can understand why this is not true. Nobody can be good friends to anything like as many as 800 people, and it is important to consider what we mean by a real friend. If you want to add friends to your profile, make a distinction between good friends and those who you don't know so well by using the **privacy settings**. Create different groups and determine how much information they can see about you."

"You have to use common sense. There are people who lie about who they are. They may try to trick you into giving out too much information about yourself and then propose to meet you. Meeting with a stranger is not a good idea, because you can never be sure that people are who they claim to be and if they are the age they say they are. But if you really think you can trust an online friend who wants to meet you, tell your parents about it so that they can accompany you. No real friend with honest intentions would have a problem with that. It's only a problem for people who have something to hide."

Follow Helen's idea and think of three pieces of advice for Alex about what different friends can see on his profile?

1. His friend from school: everything just your wall posts nothing

2. His sister's friend: everything just your wall posts nothing

3. His aunt: everything just your wall posts nothing

SMILING ONLINE

"Did you notice that we use smileys and other symbols when we chat?" asks Helen.

"Yeah, that was the easiest part," sighs Anna who has just recently started to read and write.

"Did you know that these little images are called emoticons, Anna?" Alex asks, playing the big brother.

"Do you also know why these little images are called **emoticons**, then?" Helen challenges Alex. Alex looks a bit unsure.

"Well, an emoticon is an icon (image) that shows an emotion or feeling," says Helen with a twinkle of amusement in her eyes. "They're mainly used because written messages can sometimes lead to misunderstandings..."



The tricky part with talking to your friends or posting messages or comments online is that your friends can't see if you're smiling, making nervous movements, or frowning. They can't see your BODY LANGUAGE. Nor can they hear if your voice is soft, irritated or sad," continues Helen. "That's why the way you write your message – the letters, punctuation and emoticons – is so important. For example, if you write MESSAGES ALL IN CAPITAL LETTERS, YOUR FRIENDS MAY FEEL LIKE YOU'RE SHOUTING AT THEM!" says Helen, making a funny face.

"On the other hand, sometimes people ARE angry and nasty in their messages. Some people might get carried away and express their opinions in a nasty way just because they think they are anonymous, that no one knows who they are. It's important to try to ignore this type of thing rather than react to it as that can make matters worse. Always tell an adult you trust if something like this happens to you."

Give three tips on how we should treat others online?

1.
2.
3.

"BEING ONLINE AND BEING MOBILE – NIGHT AND DAY?"

"You know what I'm really looking forward to?" Alex sighs with dreamy eyes. "Getting a tablet for my birthday so I can be online anytime, anywhere and with everybody in the world, even if they are in different time zones. I can actually be online night and day!"

"Technically speaking, you are right." Helen replies. "But watch out, this could be very expensive, especially if you travel abroad, so you should ask your parents about it."

"Just one last thing, Helen," asks Alex. "What are those weird words people use when they're texting or chatting online?"

"Ah, those are acronyms, letters that are used in place of words. GnK would be a fast way of saying 'good night kids', for example," answers Helen. "Sometimes the vowels are removed from the word e.g. tomorrow goes like tmr."

"Another thing that is used a lot to make text messages shorter is numbers. I'll give you an example: 'date' is changed into d8 and 'for you' becomes 4U."

BREAK THE CODE

Write down the five acronyms you use the most when you communicate online.

Ex.: f2f - Face to Face

1.
2.
3.
4.
5.

Use keyboard combinations to symbolise these emoticons:



HELEN'S GOLDEN RULES

- Be responsible online – do not hide behind your screen.
- When you use interactive sites such as social media, use sites that are specifically designed for young people, and preferably those that use moderators.
- Do not circulate (text) messages, pictures, videos or other material that can be hurtful.
- Create safe online profiles.
- Only share images with people you know and trust.
- Be aware that mobile devices do not always have the same features and protection as computers do.
- Decline contacts from strangers or, if you are unsure, check with your parents before you accept them.
- Meeting with a stranger is not a good idea, but if you really think you can trust an online friend who wants to meet you, tell your parents so that they can accompany you.
- Before you close down your session, log out of your accounts and close the web pages you were viewing.
- Only turn on your camera (webcam) with people you know – disconnect it or switch it off when you are not using it.
- Do not reveal too much information online; put your friends into groups so you can decide how much information they can see.



HELEN'S USEFUL LINKS

- www.esafetykit.net
- www.childnet.com
- www.saferinternet.org
- www.webwise.ie

TEST IF YOU'RE A SMART COMMUNICATOR

Circle the right answer

You've met someone in a chat room and have been talking with him for some time now. He seems very nice and asks you to meet him. What should you do?

- I say NO and then tell my parents or carers.
- ◆ I meet up with him at his place. I've been chatting with him for a while and he seems really nice, so no need for my mum or dad to come along.
- ★ I agree to meet up with him in a public place, but I do take a friend with me, you never know...

If a contact is getting annoying or aggressive, what do you do?

- ◆ Send them a virus.
- ★ I tell them to leave me alone and tell a trusted adult.
- I ignore them, block them and tell a trusted adult.

When you communicate with people online, you ...

- ◆ ... say what you like, other people online don't know who you are.
- ... act responsibly – you do not hide behind your screen.
- ★ ... you sometimes send a rude message or tease someone, but everybody does that once in a while!

What kind of private information do you put online?

- ★ I have only put my name and age on my profile.
- I have put my nickname, my hobbies and my dog's name on my profile.
- ◆ I have put my name, phone number and the name of my school on my profile.

You have made your own profile on a website,

- ... which is moderated and created especially for young people of your age.
- ★ ... which is created for young people like you. However, you are not sure if it is moderated.
- ◆ ... where all your friends are active as well. In order to open your account you just had to pretend to be a bit older than you actually are.

How Did you Do?

- ◆ **You need to be more careful when communicating online.** Surfing and having fun on the internet is only possible if you know how to stay safe. Ask your parents and teachers for more information, and check out the Webwise and Childnet websites: www.webwise.ie and www.childnet.com
- ★ **Good** – you realise that you have to be careful when communicating online. Still, take time to learn more. We suggest you visit the Webwise and Childnet websites to learn even more: www.webwise.ie and www.childnet.com
- **Congratulations** – you are a communication expert. Keep up-to-date with the information on the following websites: www.webwise.ie, www.childnet.com

You have mostly circled:

DID YOU GET IT RIGHT?

Fill in the missing words... if you have doubts, just have a look back at the text.

- Your email should not reveal your [REDACTED].
- When you use the internet, your [REDACTED], or the information you give about yourself, can reach tens, hundreds, thousands or even millions of people.
- Always check the [REDACTED] on your profile that will allow you to decide who you are sharing your information with.
- Protecting your [REDACTED] doesn't mean you should lie about your identity. You are still [REDACTED] for whatever you do and whatever you say on the internet.
- Your nickname should be [REDACTED] and [REDACTED], and not reveal your real name.
- A [REDACTED] is a public space on your social networking profile where anybody you accept as a friend can write something and your other friends can read this.
- Share images only with people you [REDACTED] and [REDACTED].
- Always [REDACTED] your webcam when you are not using it.
- Meeting with a stranger is not a good idea, but if you really think you can trust an online friend who wants to meet you, [REDACTED] your [REDACTED] so that they can [REDACTED].
- An [REDACTED] is an image that shows an emotion or feeling.

3. CONNECT WITH RESPECT and THINK BEFORE YOU POST

NET- IQ -UETTE

“Chatting online with somebody is great!” says Anna, who has been chatting with Jenny.

“Yes, it’s really good that you and Jenny can stay in touch” says mum, “and you can talk to your other friends online too. But of course you should behave in the same way online as you do offline. Do you know what **netiquette** is?”

“What ticket?” asks Anna.

Mum laughs. “No no, not ticket but Netiquette! This means that you should treat others on the web as you would want to be treated yourself. It’s the ‘golden rule’ on the net and I mentioned it before when we were talking about pictures and videos. Not everyone follows the rules, of course, but you can start by BEHAVING RESPONSIBLY yourself.”

AN INCIDENT OF CYBERBULLYING @ SCHOOL

One day Alex comes home from school, looking upset. He throws his bag on the floor and slumps onto the sofa. His parents, his sister Anna and their friend Helen, who is over for tea, all raise an eyebrow; if Alex is moody, something is certainly wrong.

Alex’s father gently asks him what the problem is. Alex hesitates but then starts explaining. One of his friends had been receiving nasty text messages from another friend. The boy talked to his parents and teacher about it, and he told them who had been sending the nasty text messages. Today, the teacher told the whole class about the incident. Alex opens his bag and takes out an invitation that he hands over to his parents. In response to the cyberbullying incident the teachers have organised an “anti-bullying week” with various activities:

You will probably have already heard of anti-bullying week or a similar initiative in your school community. Can you remember one or two slogans that were used, or come up with some inspiring ones yourself?

.....

.....

Have you ever encountered a (cyber)bullying situation yourself? Can you describe it?

.....

.....

What did you do? Did you talk about it with an adult you trust, your parents or a teacher?

.....

.....

“Your friend did the right thing when he talked to his parents,” says Alex’s mum, “and his parents acted responsibly as well, by bringing the subject up with the teachers.”

“I hope that you both realise that you can always talk to us,” she adds, looking straight at both Alex and Anna, “even if it’s to tell us that you’ve done something silly.”

“Exactly, talking about troubles makes them easier to deal with,” adds Alex’s dad. “What happened in your class gives all of us - parents, teachers and children - the chance to talk about **bullying** and how we can prevent it from ever happening again.”

“Actually, I was also bullied in school when I was ten,” says Helen. “My bullies gave up because I always ignored them and refused to play their game,” she continues. “I just wish I had talked about it with my parents much earlier than I did, because when I finally brought it up with them, it was a great relief. Now I know that we’re always stronger when we confront problems together with people we trust and who care about us.”

“GRRRRR!” exclaims Anna, “it makes me mad to think how stupidly people can treat each other!”

“Did you know that what happened in Alex’s class is a genuine case of cyberbullying?” asks Helen, and Anna looks at her with curiosity, “...that is to say using the internet or mobile phones to bully others and send them nasty messages,” explains Helen. “If we think about the fact that many of us carry mobiles and tablets with us all the time, this means that it can be very difficult to escape from a cyberbully – we are always connected to the internet!”

“I once received a picture of myself that someone had changed, they coloured my hair purple. Was I a victim of cyberbullying?” Anna asks.

“It is important to know that cyberbullying or bullying in general has to happen more than once, it has to be repeated, so if you receive something that is clearly a joke once, it is not really cyberbullying,” Helen replies. “But if you encounter real cyberbullying, as a ‘victim’ or as a bystander, you need to take action. You should always save any unpleasant text message, email or post and show this to an adult you trust,” Helen continues. “This is your evidence, which will help to prove what has really happened.”

"It says here in the invitation I received, that we all have to write a small text describing our thoughts about bullying," says Alex. "I have an idea on how to present this already, maybe you can give me your opinion when I've finished it?" he asks, as he makes his way towards the laptop. Everyone agrees.

ALEX'S TEXT

Everybody has the right to feel safe and happy wherever they are

"Think of a football game: competing teams have to follow the rules and a referee watches over the game to see if the players follow these rules. Players are supposed to score goals, but not at any price. Some of the rules of the game concern the behaviour of players. If a player behaves badly, the referee gives the player a warning, then a second one and with the third warning, the player who hasn't followed the rules has to leave the game."

"A bully is a player who doesn't play fair. Bullies spoil the game and make it impossible for others to enjoy it. Bullies are often people with low self-confidence; they might not be feeling good about themselves. We can all stop bullies by acting like the referees in a football match and showing the bullies that their behaviour is unacceptable and pointing out that they won't be allowed to participate in the game unless they change their behaviour."

"Everybody makes mistakes, but not everybody is brave enough to admit them and say they're SORRY. I think that we should all stand up for our friends when they're in difficulty and make sure that nothing similar ever happens at our school again."

Follow Alex's example and write down five situations that you would not approve of or where you would need to seek help and talk to an adult you trust

1.
2.
3.
4.
5.

Alex reads his text out loud to everyone in the room.

"I think you make it quite clear that there is absolutely NO GOOD REASON to bully anyone. Your text also underlines the fact that it is important to talk to an adult you trust, so the bullies can receive help and can learn how to behave correctly and respect the rules," says Alex's mum.

"It's also important to remember how powerful the internet is," says Dad. "It's good to have a joke at school and at times we will all say things to make others laugh, but when we do this online people can and will react in different ways. When you send a message over the internet it can be seen by many people, hundreds, thousands or even more. While some people might 'get the joke', others may not and some may be offended if they interpret what you have written in the wrong way. Once you've sent some-

thing online, it's too late, you can't get it back and you will have to take responsibility for what you have said. This is why it is important to think before you post. When you can't see someone's face, it is difficult to gauge whether they are trying to be funny or actually trying to upset you."

"I think there is something missing though," says Anna. "You haven't included your GOLDEN RULES!"

ALEX'S GOLDEN RULES

How to deal with bullies:

- Ignore them. Do not give them the attention that they want!
- Do not start worrying WHY they behave the way they do. Their bad behaviour is not your fault.
- Speak to an adult you trust about the situation.

How to deal with cyberbullies:

- Protect your privacy. Go back to page 16 to learn how.
- Block the person who is sending the messages – take control.
- Do not respond to cyberbullies, retaliation will not help.
- Keep the bullying messages as evidence.
- Speak to an adult you trust about the situation.



HELEN'S USEFUL LINKS

- www.saferinternet.org
- The national helpline in your country can help you deal with a situation of cyberbullying:
www.saferinternet.org/helplines
- You can find more information here on cyberbullying:
www.childnet.com/resources/digiducks-big-decision

TAKE THE TEST TO SEE IF YOU CONNECT WITH RESPECT

Circle the right answer

Someone sends you upsetting messages. What do you do?

- ✓ Ignore them, block the sender, keep the message and show it to an adult.
- * You tell your friends and you all send this person nasty messages back.
- ▲ You ignore the sender and hope that he will eventually stop sending those messages.

Your friend is posting embarrassing pictures of your classmate online. What do you do?

- ▲ You ignore it, as long as there are no pictures of you.
- ✓ You advise your friend to remove them as he could get into trouble with school or even the police. When he refuses, you inform a trusted adult.
- * You copy the pictures and send them on to others.

Internet helplines are ...?

- ✓ A number to call if something you've experienced when using the internet is worrying you.
- * A number to call if you cannot find something you're looking for on the net.
- ▲ A number to call if you are looking for help on your homework.

If you send a mean or upsetting message to someone, you are...?

- * Just having fun.
- ▲ Just teasing them.
- ✓ Cyberbullying them.

How Did you Do?

You have mostly circled:

- ▲ **Congratulations** – you are a real anti-bullying champion. Keep on being pro-active and stay up-to-date with further information at www.childnet.com or www.saferinternet.org.uk
- ▲ **Good** – it looks like you are concerned about the issue of cyberbullying and bullying in general. However, you may need to become a bit more aware of how to deal with such a situation. Talk to an adult or visit the UK Safer Internet Centre portal at www.saferinternet.org.uk
- * **You need to improve your knowledge.** Surfing and having fun on the internet is only possible if you know how to stay safe. Ask your parents and teachers for more information and visit www.childnet.com or www.saferinternet.org.uk

DID YOU GET IT RIGHT?

Fill in the missing words... if you have doubts, just have a look back at the text.

- _____ is about treating others on the web as you would want to be _____ yourself.
- _____ about troubles makes them easier to deal with.
- It's important to _____ a cyberbully and to _____ to play their game.
- _____ means using the internet and mobiles to bully others and send them nasty messages.
- You should always _____ any unpleasant text message, email or post and _____ this to an adult you trust.
- A bully is a player who doesn't play _____. Bullies _____ the game and make it impossible for others to enjoy it.
- There is absolutely no _____ reason to bully anyone.
- Once you've sent something online, you _____, and you will have to take _____ for what you have said.
- _____ people who are sending you insulting or hurtful messages.

ENTERTAINMENT & DOWNLOADING

ON THE INTERNET, NOT EVERYTHING THAT SHINES IS GOLD

Helen pops by at Anna and Alex's after a lecture at university and before meeting her friends. Anna comes up to her excitedly.

"Helen, did you know that Alex has found a site where you can download games for free?"

"No, he hasn't told me, but you may have saved yourself some money by telling me," laughs Helen. "There are free services and apps on the internet, but games, music, avatars and other interesting apps that you can download from the internet are rarely for free."

"Hmm, I see," says Anna. "Tell me more about this Helen, so I can impress Alex!"

"OK, Anna," replies Helen. "If you have a closer look at that website, you'll probably discover some very small print telling you about the true cost of the services. Quizzes, apps, ringtones, games, etc. are all excellent ways of luring people into subscribing to so called 'free' services that will, in reality, cost them money. While playing a game that you have downloaded for free, you might be asked if you want some special upgrades or cheats, without being properly informed that you will be charged for this service," Helen explains. "If you use your parent's credit card or your phone account to buy such a service the first time, money can disappear from the account without you realising it. This could result in very large bills at the end of the month! Some games are free to download, but then after you've spent a while playing and are really enjoying them, you can suddenly find that you have to pay to unlock new levels."

"Just remember," adds Helen with a smile, "not everything that shines is gold," she hums.

"Of course, there are other ways you might have to 'pay' if you want to use an online service or download games and music," Helen says. Anna looks puzzled, so Helen explains. "Do you remember when we talked about safeguarding privacy? One thing that you should avoid doing is filling in online forms asking you for personal details such as your name or email address. You should only use forms like this when you know exactly why the information is being collected. If you're not sure, just ask your parents!"

Open your favourite search engine. Type in "free music" or "free games" and see what you get. Check a few websites. Can you find any traps? Mind the copyright!

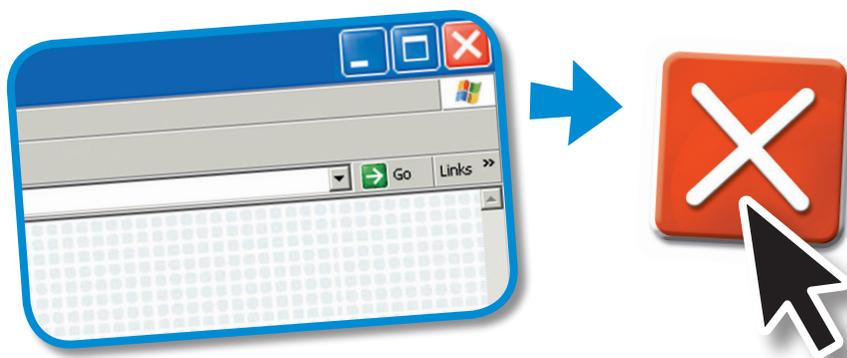
.....

.....

.....

.....

“Another thing that you will soon realise, Anna, is that on these websites you’ll see loads of pop-ups, small windows that contain messages, or images. Never click inside them. Always close them by clicking on the cross (X) at the top or bottom corner of the pop-up window. They will often try and tempt you, for example by telling you that you are the 100th visitor to the website and so have won an iPod – of course you haven’t really, the site is just trying to get more information from you so that it can target advertising or even sell the information to others. The same goes for apps; a lot of them are free, but they include advertising or commercial information.”



“So I should always close **pop-up windows** by clicking on cross (X) at the top or bottom corner?” repeats Anna seriously.

“Well, not always, actually,” continues Helen. “Not all pop-up windows advertise services. Your anti-virus program may also use pop-up windows to communicate important messages to you, and those you should not ignore. Once again you have to use your common sense.”

“What if I’m not sure?” asks Anna.

“When in doubt, ask,” replies Helen. “Of course you should always consult your parents before trying to buy anything online. After all, they are the ones that take care of the family finances. So, do you think you’re ready now to impress your brother?” Helen asks Anna.

PLAYING GAMES ONLINE

While Anna and Helen talk about all the things that shine but are not gold, Alex chooses to use his time at the computer to play a game he really likes. His mother and father are curious and ask him to show them what the game is about.

They both think it looks pretty exciting, but take the opportunity to remind him to keep his identity private whenever he plays with other people online. They also want to know which other games he is playing and gently remind him never to download any game before asking them, as this could harm their home computer.

“In what way?” asks Alex.

“Games that are said to be ‘free’ may contain hidden **viruses** that will be installed on our computer without us even realising it,” explains his mum.



What is your favourite game or app? Check if your parents know it and can describe it. If they have no clue, explain first, and then let them write a small description. Did they get it right?

Favourite game:

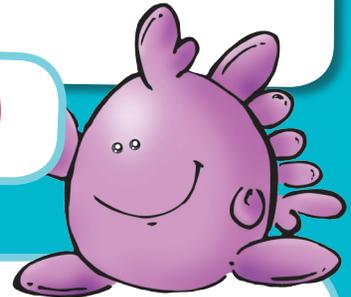
.....

.....

.....

How many points do you give them out of ten?

..... /10



Ask your parents to fill in a summary of your favourite game.

.....

.....

.....

.....

.....

Draw a picture of this game.

.....

SHARING FILES & COPYRIGHT ©

Alex and Anna's mum is having a party to celebrate her 40th birthday. She and dad want to find some good music for the party. Alex argues that there are loads of songs to be found on the internet. Mum nods, but says that they do not want to download music illegally; they want to respect artists' **copyright**.

"Copyright', what's that?" asks Anna.

Her mum tries to explain, "Music, films, pictures, computer programs, games and other content are created by artists, programmers and other specialists. They are the **authors** and they are the only ones that can decide how their creations should be used by other people."

"When you create something you have the right to share it or keep it to yourself," adds Helen. "If you compose a song, Anna, you may want to share it with others and decide to publish it on the internet. In

principle, you have the right to share only those documents or files that you have created yourself.”

“What about all the music that is available out there on the internet then?” asks Alex.

“Well, a lot of the music and films offered for free on the internet are actually illegal copies,” replies Alex’s dad. “That means that nobody asked the owners for permission before posting them online. It also means that artists don’t have the opportunity to generate an income from their work.”

“Besides, websites where people share music and films can contain viruses and **spyware**,” adds Helen. “But I can suggest some websites where you can download music for a small fee or even free-of-charge without breaking the law.”

HELEN’S GOLDEN RULES

- When you want to download music and films for free, make sure you are using a legal website.
- Do not trust anything that looks TOO GOOD to be true.
- Ensure that your computer or device is protected - always use an updated anti-virus program.
- Do not download games from unknown websites and always run an anti-virus check.
- When you create a profile, chat or play games, always protect your privacy.
- Only fill in online forms asking you for personal information if you trust the source 100% and know why the information is being collected.
- If you think you have subscribed to something you shouldn’t have done, tell your parents. Everyone makes mistakes.
- Close pop-up windows by clicking on cross (X) at the top or bottom corner of the pop-up window. Never click inside these windows, unless they are for a service you have asked for, such as your anti-virus program!



HELEN’S USEFUL LINKS

There are hundreds of websites worldwide where you can buy music legally. You can get this information on www.pro-music.org

TEST IF YOU'RE A SMART SURFER

Recently you discovered a site where you can download music and movies for free. What do you do?

- I download all of the material that I want.
- I'm not sure if it is legal to download the files so I download them to someone else's computer.
- I check to see if the site is legal before downloading.

For school you have to search for information on a famous explorer. You look up the name and find plenty of information online. What do you do?

- I check around, make a summary of the information and mention my sources.
- I copy and paste the information from one of the pages that I find.
- I use the info from the website at the top of the results list and mention the source.

When I'm playing online games

- I only share personal information such as my real name with players I know really well.
- I only share my nickname and some tips on how to win with the other players.
- I often share personal information with other players, what could go wrong?

If a new window pops up whilst you are browsing, what should you do?

- Click inside it, you might have won something.
- Close pop-up windows by clicking on the cross (x) at the top or bottom corner of the pop-up window. Never click inside these windows!
- Ignore it and leave it open.

HOW DID YOU DO?

You have mostly circled:

- Congratulations** – you know how to safely entertain yourself on the internet. Keep behaving in this way and also stay up-to-date with the UK information on the safer internet centre website: www.saferinternet.org.uk
- Good** – it looks like you know a lot about online gaming and downloading. Still, you should be a bit more careful. Take your time to get more information. We suggest you visit www.childnet.com for more information.
- You need to improve.** Surfing and having fun on the internet is only possible if you know how to stay safe. Ask your parents and teachers for more information, and visit www.childnet.com for more information.

DID YOU GET IT RIGHT?

Fill in the missing words... if you have doubts, just have a look back at the text.

- Games, music, avatars, apps and the like are rarely [redacted].
- Only fill in [redacted] information in online [redacted] when you know exactly why the information is being collected.
- Never click inside [redacted]. Always close them by clicking on the [redacted] at the top or bottom corner of the pop-up window.
- Your anti-virus program may also use pop-up windows to communicate important messages to you, and those you should not [redacted].
- Whenever you play games with other people online, keep your identity [redacted].
- Do not [redacted] games from unknown websites and always run an anti-virus check.
- When you create something you have the right to [redacted] it or [redacted] it to yourself.
- A lot of the music and films offered for free on the internet are actually [redacted] copies. That means that nobody asked the owners for [redacted] before posting them online.



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