



Digital Literacy Curriculum Resource

Module 7 Safety and Security



THE UNIVERSITY OF BRITISH COLUMBIA

Learning Exchange

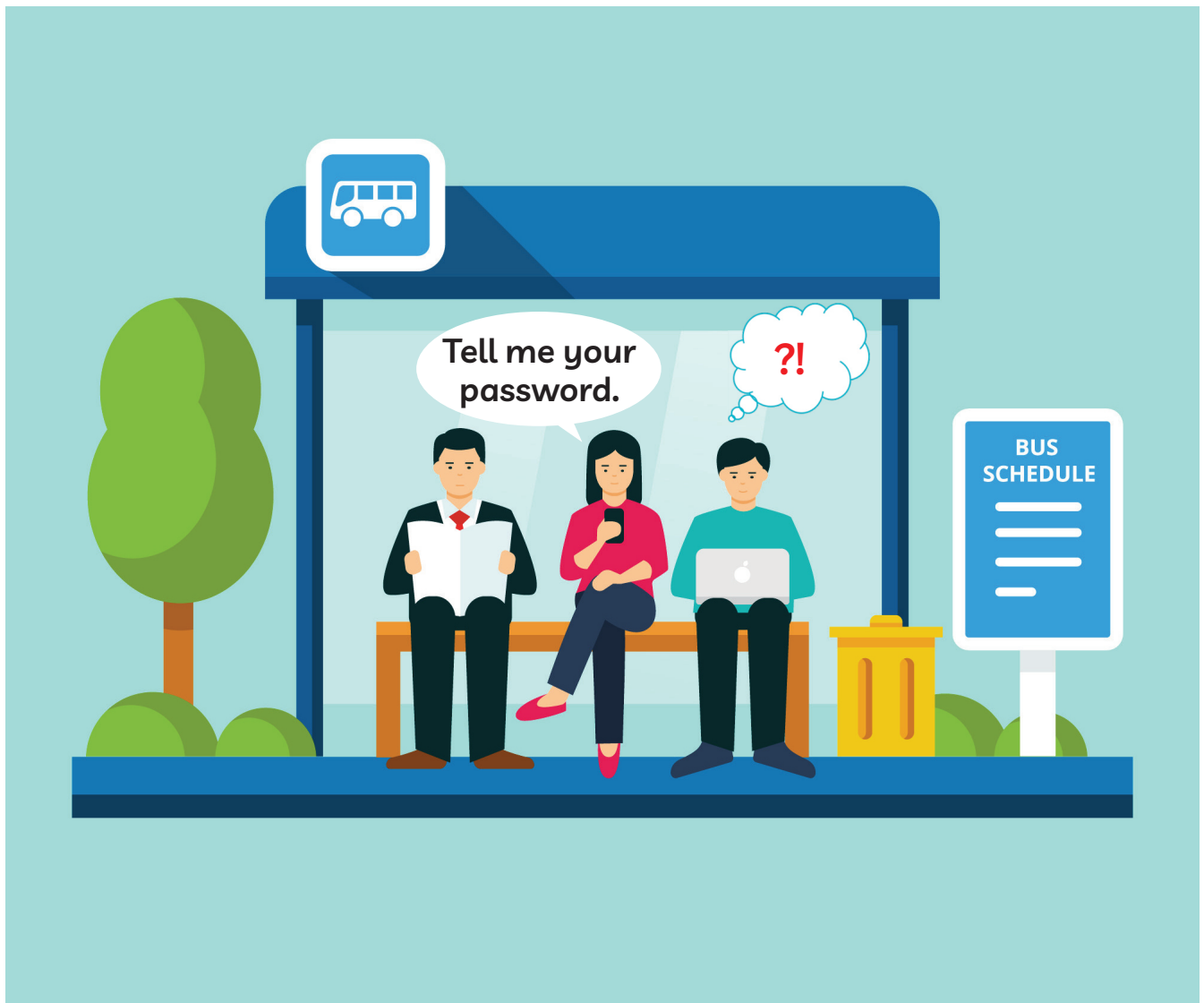


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Immigration, Refugees
and Citizenship Canada

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Immigration, Réfugiés
et Citoyenneté Canada

Module #	Topics
1	Mouse and Navigating 
2	Keyboarding 
3	Online Skills-Basic 
4	Online Skills 
5	Email 
6	Mobile Phones 
7	Safety and Security 

Do you give personal information to strangers?



Fishing

What is this?



Fishing

What is he doing?

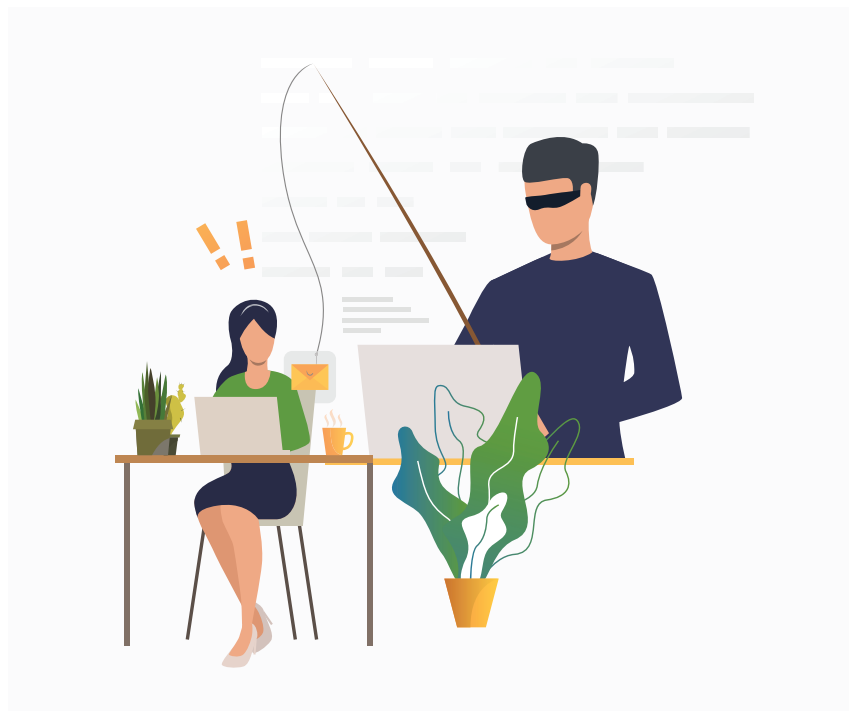


Phishing

People go fishing to catch fish.



People go phishing to catch your personal information.



Stealing Personal Information

What do criminals want?



They want to steal your personal information.

Catching Victims

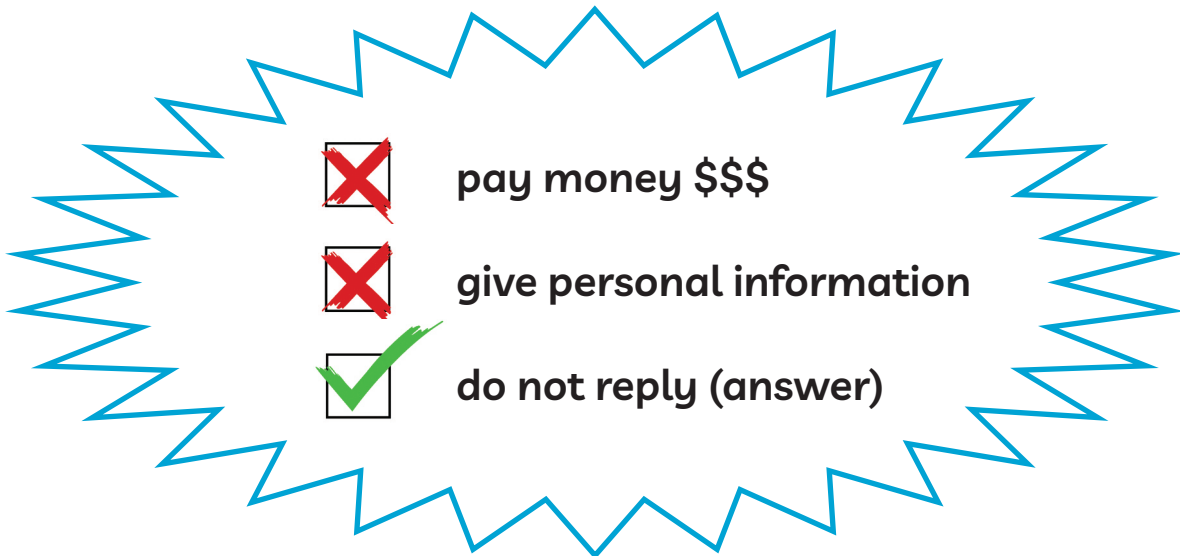
Oh, no!
I have a problem.
I am afraid.



The problem is not true.
The problem is not real.

Catching Victims

afraid or scared?



Catching Victims

Yay!

I have a surprise gift.

I am excited.

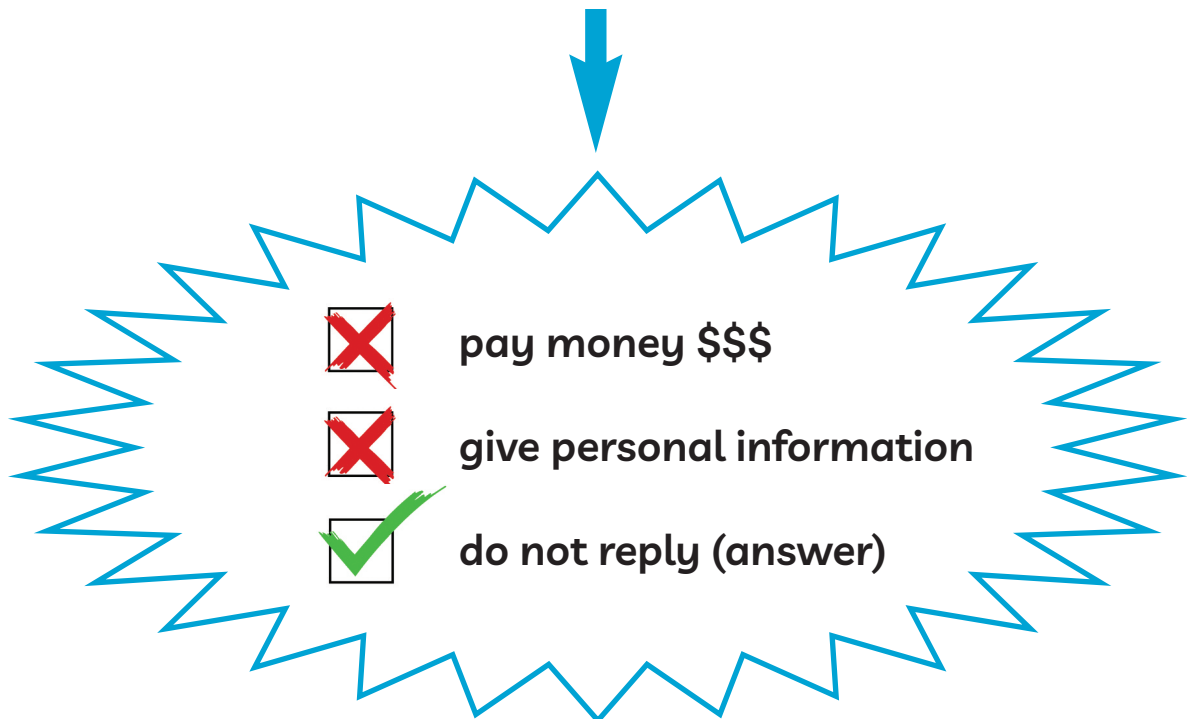


The surprise is not true.

The surprise is not real.

Catching Victims

surprised or excited?



Hyperlink Styles

- box
- different colour
- underlined



Payment Declined

Hello Customer,

We are having trouble authorizing your payment for the items below. Please verify or update your payment method. If your payment information is correct (such as expiry date and billing address), please contact your bank for more details.*

[Update your payment method](#)

Order Details

Order #[114-7374512-0353037](#)

Total Pending Payment: \$80.34

Payment Method: Debit Card/credit card

Learn more about [resolving declined payments](#).

We hope to see you again soon.

Amazon.com

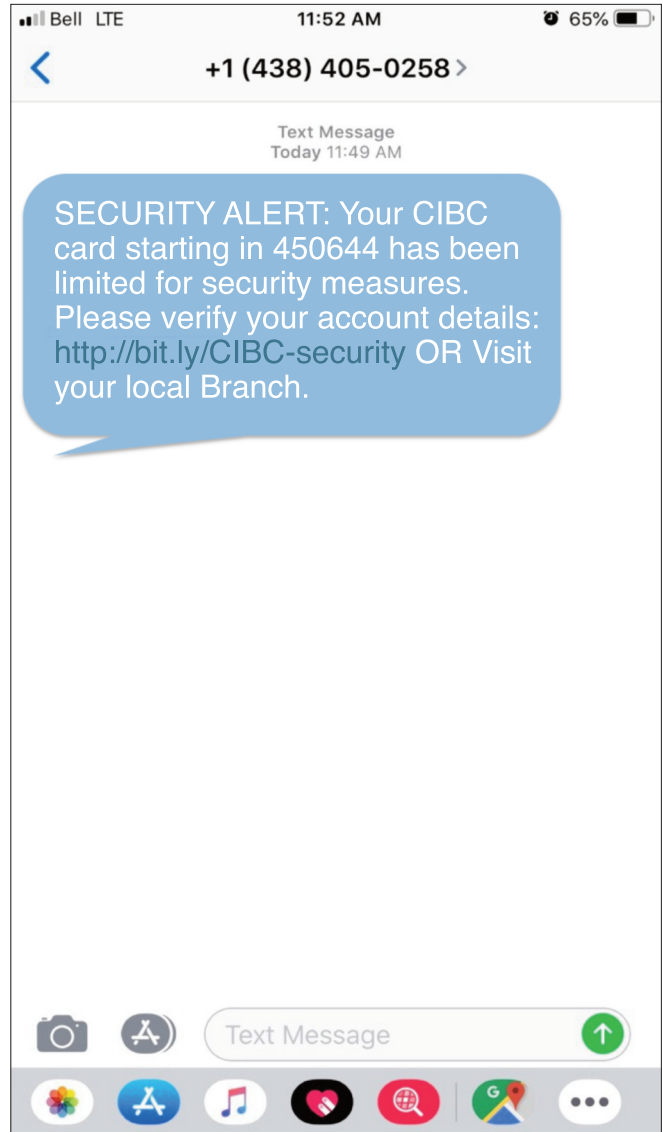
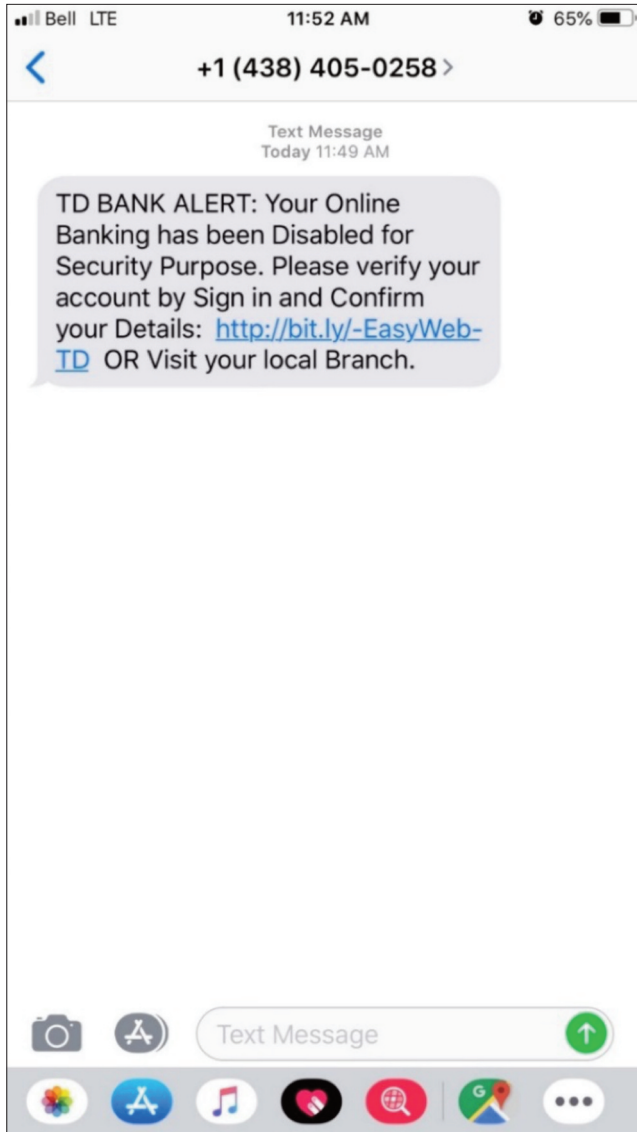
*Your bank may have declined the charge if the name, expiration date, or ZIP code you entered does not match the bank's information. If your card has expired, you recently moved, or you received a new card from your bank, you may need to update the card number, expiration date, and ZIP code to ensure your card continues to work. If the payment details you entered are correct, we suggest using the phone number on the back of your card to contact your bank to learn more about their policies. Please have the exact dollar amount and details of this purchase when you call your bank.

If paying by credit card is not an option, buy Amazon.com Gift Card claim codes with cash from authorized resellers at a [store near you](#).

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

Identify Hyperlinks

Find the hyperlinks (mobile phone)



Identify Hyperlinks

Find the hyperlinks (email)

From: Canada Revenue Agency (CRA) <memberID-63692@cra-arc.gc.ca>

Date: November 21, 2019 9:29:00 AM EST

Subject: [Bulk] Tax Refund (776752) \$320.50

Reply-To: memberID-85140@cra-arc.gc.ca



Government
of Canada

Gouvernement
du Canada

Dear Canada Revenue Agency customer,

Part of your Canadian tax expenses for the year 2019 have been processed and completed. You are entitled to a refund for CAD\$988.44.

You are required to follow the secure link below to log in to our secure E-pass site with your Social Insurance Number and complete the required details in order for your tax refund to be processed and deposited into your account.

To access the secure form for your Tax Refund, please [click here](#) to get started.

Sincerely,

Canada Revenue Agency

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RBC Royal Bank
<q6@udue.ca>



Nov. 12 at 5:26 a.m.



An INTERAC e-Transfer of \$1950 CAD was successfully sent to you on Tuesday, 12 November 2019.

Sign into online banking to deposit funds by clicking the link below:

<https://www.rbcroyalbank.com>.

Royal Bank of Canada Website, © 1995-2019



Recognizing Phishing Emails

This is a phishing email.

Criminals send phishing emails to catch you.

Phishing emails look real. Sometimes they have a company name or logo.

Phishing emails are not real.

Do not click on hyperlinks. Do not reply (answer).



Amazon Support <amazon24@poisirmiujniir.com>



Nov. 16 at 4:58 p.m. ★



Payment Declined

Hello Customer,

We are having trouble authorizing your payment for the items below. Please verify or update your payment method. If your payment information is correct (such as expiry date and billing address), please contact your bank for more details.*

[Update your payment method](#)

Order Details

Order #[114-7374512-0353037](#)

Total Pending Payment: \$80.34

Payment Method: Debit Card/credit card

Learn more about [resolving declined payments](#).

We hope to see you again soon.

Amazon.com

*Your bank may have declined the charge if the name, expiration date, or ZIP code you entered does not match the bank's information. If your card has expired, you recently moved, or you received a new card from your bank, you may need to update the card number, expiration date, and ZIP code to ensure your card continues to work. If the payment details you entered are correct, we suggest using the phone number on the back of your card to contact your bank to learn more about their policies. Please have the exact dollar amount and details of this purchase when you call your bank.

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Amazon Support <amazon24@poisirmiujniir.com> Nov. 16 at 4:58 p.m. ★

amazon **Payment Declined**

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This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

Annotations:

- not Amazon email address (points to <amazon24@poisirmiujniir.com>)
- not your name (points to Hello Customer)
- Companies and banks never ask this. (points to Update your payment method)
- What did you buy? Do you remember? (points to Order Details table)

Phishing Emails – Dos and Don'ts

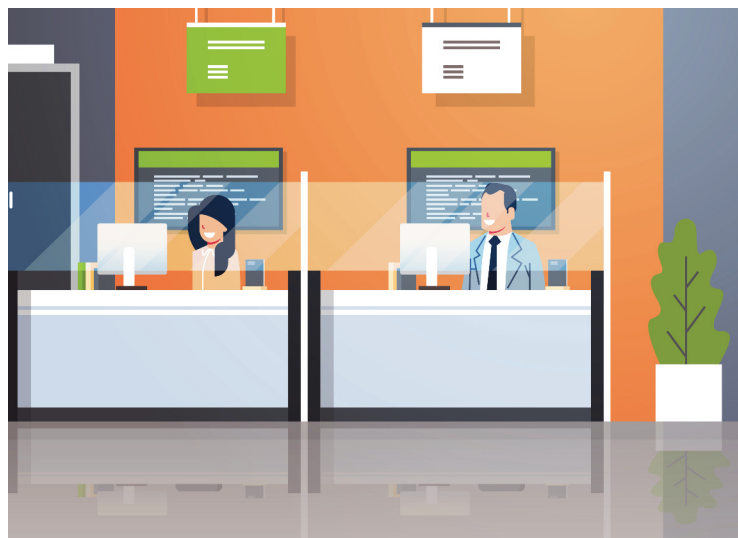
1. Do not click a hyperlink.



TD BANK ALERT: Your Online Banking has been Disabled for Security Purpose. Please verify your account by Sign in and Confirm your Details: <http://bit.ly/-EasyWeb-TD> OR Visit your local Branch.

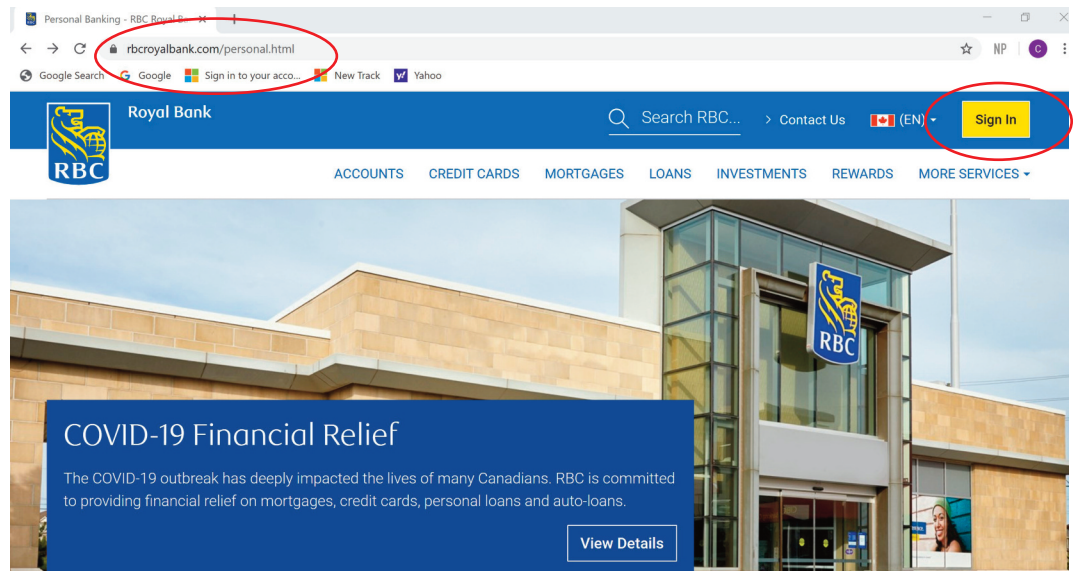


2. Go to your bank.



OR

3. Sign in to your online account.

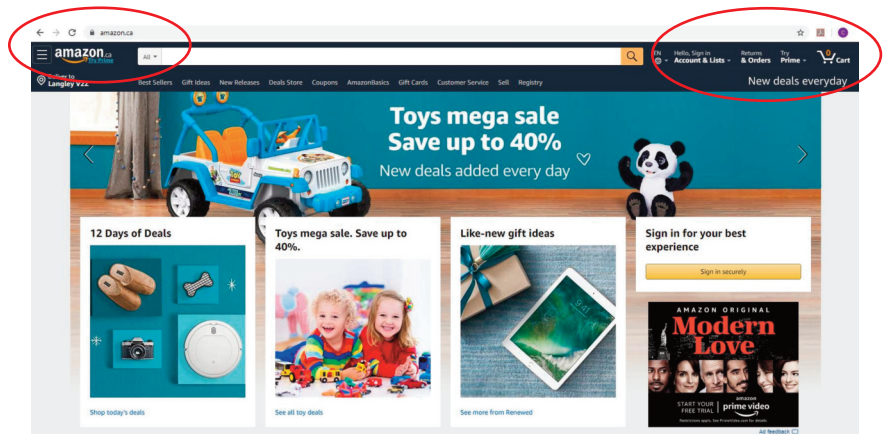


Phishing Emails – Dos and Don'ts

4. Bought something? I don't remember.



5. Sign in to your online account.



6. Do not reply (answer).

