

ONLINE LIFESTYLE
MODULE 2.3
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INTERNET ACCESS

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Fixed internet access
Connections include options such as **ADSL and Fibre**

Limitations

- Lack of portability
- Can be expensive
- ADSL / Fibre coverage needed

FTTH – Fibre to the Home
FTTB – Fibre to the Business

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Mobile internet access
When you don't want to be limited by cables

WiFi

- Uses radio waves to send data
- Allows devices to connect to internet (via router) or communicate with another – wirelessly

Hotspot

- Place where a WiFi network has been created
- Area in which devices can connect is quite small

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WIMAX
(Worldwide Interoperability for Microwave Access)

- Upgrade on WiFi – more secure, broadband access
- Viable option where fibre not yet available

3G AND 4G (LTE)

- Uses infrastructure of cellular networks
- High-speed internet access for smartphones and computers

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Browsers and email clients on mobile devices

Email

- Restrictions in formatting messages
- Can be 'pushed' from account to device – can be set to check for emails at intervals

Internet

- Graphics/tables may not display correctly
- Pages that depend on pop-up windows (for data entry) may not work correctly

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DIGITAL COMMUNICATIONS

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Social networking sites

Advantages

- ✓ Easy and cost-effective way to communicate
- ✓ Send and receive messages, update 'status', etc.
- ✓ Allows people to interact and form communities
- ✓ Not bound by geographical or cultural differences
- ✓ Tool for marketing



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Social networking sites

Disadvantages

- ✗ Risk of identity theft, fraud, online stalking, etc.
- ✗ False information on profiles
- ✗ People often create a fake ('perfect') online life
- ✗ Loss in productivity – too much time spent online
- ✗ Quantity vs. quality of communication
- ✗ Sites analyse your posts – targeted advertising



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Social networking sites

Best practices

- Protect your privacy by checking settings
- Restrict access to information on your profile
- Only give out the information you are forced to
- Do not befriend just anybody
- Don't post damaging, insulting or provocative content
- Restrict the time spent on social networking sites



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VoIP

Technology that allows telephone calls to be made over LANs, WANs and the internet
Talk to anyone else who has a VoIP system – anywhere

WhatsApp

Facetime

Skype



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VoIP

Advantages

- ✓ Cheaper than normal phone calls
- ✓ Software is generally free
- ✓ Allows one to transfer files
- ✓ Allows one to make video conference calls



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VoIP

Disadvantages

- ✗ Call quality may be poor – if slow internet connection
- ✗ Can use up a lot of your data cap – especially when using video



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VoIP

Best practices

- Only use video when necessary
- Pay attention to your contact's status
- Use decent headset and microphone to increase quality
- Check local times zones before calling someone in another country



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Video conferencing

Application that allows two or more people to hold online conferences at different places

- using a computer network to transmit audio and video
- as if the people were all in the same room

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Video Conferencing

Advantages

- ✓ Can see the people you are communicating with
- ✓ Cheaper than travelling to a meeting

Disadvantages

- ✗ Need a fast internet connection
- ✗ Use a lot of data (cap) – especially when using video

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Video Conferencing

Best practices

- Work in a well-lit location
- Make sure you know what your camera can 'see' – protect your privacy
- Test sound and video before making the call

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Chat rooms / applications

Online environment – allows people to meet and chat with other people with common interests in real time
Social networking sites are used for the traditional functions of chat rooms



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Chat rooms / applications

Advantages

- ✓ Chat with more than one person at a time in real time
- ✓ Opportunity to interact with people globally
- ✓ Some apps (e.g. WhatsApp) can be used on a variety of operating systems



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Chat rooms / applications

Disadvantages

- ✗ No way to make sure people are who they claim to be
- ✗ Users can spend more time in chat rooms than in the 'real world'
- ✗ Can create opportunities for cyber-bullying, identity theft, etc.



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Chat rooms / applications

Best practices

- Don't give out personal information
- Don't arrange to meet in person – unless you KNOW who the person really is
- Don't bully or get involved in flame wars



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RSS Feeds

A technology that provides users with updated content, such as new blog entries and news headlines, from many different sites

Advantages

- ✓ All your news in one place – a big time-saver
- ✓ RSS avoids spam

Disadvantages

- ✗ Subscribing to too many RSS feeds – overloaded
- ✗ Sometimes graphics and photos are not included



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RSS Feeds

Best practices

- Use a dedicated RSS reader program – easier to manage and read your feeds
- Only subscribe to feeds that you are sure you will read



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FTP (File Transfer Protocol)

Protocol used for fast, easy transfer of files between remote computers that have an internet connection
Google Drive, OneDrive and Dropbox have largely taken over this function



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ONLINE SERVICES



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Internet banking

- Viewing account balances
- Paying bills
- Transferring money
- Ordering credit cards
- Buying prepaid data and airtime



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Internet banking

Advantages

- ✓ Convenience – banking 24/7 – anywhere
- ✓ Transactions are normally faster and cost less
- ✓ Safer – no large amounts of cash to carry around



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Shopping and reservations

How online shopping works

- Register – obtain a username and password
- Browse – choose goods, add to virtual 'shopping cart'
- Virtual checkout counter – see costs
- Add or remove articles at any time
- Pay with a credit card or by other means (EFT, etc.)
- Can also make reservations and pay for movies, car hire, airline tickets, etc.



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Shopping and reservations

Advantages

- ✓ Convenience – online 24/7 in the comfort of home
- ✓ Can compare prices more easily
- ✓ Prices can be cheaper
- ✓ Businesses can reduce overhead costs
- ✓ Business does not have to carry huge quantities of stock



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Shopping and reservations

Disadvantages

- ✗ Better to see the goods physically
- ✗ Delivery costs and import taxes (if the article comes from overseas)



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PROTECTING YOURSELF ONLINE



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Cyber-bullying and cyber-stalking

- **Cyber-bullying**
Spreading of rumours, gossip and the general bullying of another person using digital communication methods.
- **Cyber-stalking**
Carried out by an individual who is obsessed with someone. Digital technologies are used to track the victim's activities.

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Malware and security software

- Malware – any software written with negative intentions
- Ranges from destructive software (e.g. viruses), to software that is more an annoyance (e.g. adware)

Detected in one of two ways:

- ❖ By leaving a 'trace' – virus definition or signature
- ❖ Suspicious actions – 'unknown' software trying to make changes to settings

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Malware and security software

Effectiveness of anti-virus and anti-spyware depends on

- Database of signatures being as complete as possible
- Database must be up to date on **your** computer
- Frequency of use

Firewall software

- Controls which programs can access the internet
- Windows provides basic firewall facility

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Safe e-commerce

Internet banking – how **BANKS** protect their clients

- Access code and own password / PIN
- On-screen keypads – eliminate dangers of keyloggers
- SMS notifications of online transactions
- Automatic time-out of a banking session
- 'Per-session' passwords via SMS
- Prominent warnings and safety tips on website



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Safe e-commerce

Internet banking – how **USERS** should protect themselves

- Do not use public computers for banking
- Follow good password practices
- Never give out personal details (PIN codes, etc.)
- System software must be updated.
- Do not leave computer unattended
- Protect yourself against phishing
- Take note of security warnings on bank's website
- Be alert to cell phone SIM swaps

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Safe e-commerce

Safe online shopping and reservations

- Have organisation's contact information and URL
- Look for security guarantees and the return policy
- Be aware of terms and conditions
- Check payment methods and delivery details
- Keep full records of orders
- Goods outside of SA – import duties and exchange rate
- Only give credit card details – never PIN or password

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WORKPLACE AND EMPLOYMENT PRACTICE



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Office automation

Centralising and automating all tasks in the office

Mobile office

- Laptop/smartphone/tablet + internet access = mobile office.

Virtual office

- Set of services you rent (telephone receptionist, mailing address, office space, etc.) to reduce expenses

Outsourcing or decentralized labour

- Companies not limited to a local pool of workers
- Employ workers from anywhere in the world – save costs

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