

	Questions – Cyber security webinar June 8, 2022	Answers
1	Are antivirus subscriptions like Norton really worth it? What does it really protect us from?	Norton is not a well-rated anti-virus product. If at all possible, use something else.
2	Are VPNs necessary for your personal security when using an Amazon Firestick?	No. Amazon Firestick is just playing video.
3	My iPhone password app says security risks have been found by a data leak. Should all be changed asap and how high a risk is this?	It's a high risk. Change your passwords for anything that shows a risk
4	How is it that cyber security has become a duty of the individual consumer? Governments and Internet companies do not seem to be able to extend sufficient protection nor to capture and prosecute bad actors.	The problem is that bad actors are often in an entirely different country. The most feared hacking groups are from Russia, China and Iran. We don't have extradition treaties with those countries so we can't do anything about it. As far as why it's our responsibility as consumers; it's the police's job to catch criminals but it's also our job not to stumble into a back alley after a night at the bar. We're just putting ourselves at risk. Protect yourself.
5	Hello! Thank you for your help! In the last six months, I have had my credit card compromised three times. How can I protect myself? Also, do I HAVE to give a company my 3-digit pin code on the back of my card?	Almost every bank has "virtual credit card" service that basically gives you a bunch of credit card numbers you can use to keep your real number secret. Here is one example: https://www.rbcroyalbank.com/business/credit-cards/commercial-cards-program/virtual-credit-cards.html In order to make payments you almost always have to give the CCV number on the back of your card. I suspect you're likely falling victim to Phishing scams. There are some great phishing training videos on YouTube that you should watch to learn how to spot them.
6	I have Apple devices. How safe is it to store my passwords on my iPhone which is fingertip protected?	Reasonably safe.
7	Which do you see as most secure for audio-video interchanges: Zoom, Facebook, or Google? And of all interchanges, including these, what do you rate as most secure?	Depends what you're counting as secure. End to end encryption is good on all of them.
8	Can you review some features that would indicate when an email represents phishing or a scam	Check the "from" field to see if it makes sense. If it's from "Microsoft Support" and the email address shows gmail.com, then it's very clearly not Microsoft. Search "how to protect yourself from phishing" on YouTube for helpful videos.
9	My school board was victim to a cyber-attack. My personal info was involved. How can I protect myself once the Equifax insurance expires?	PIPEDA requires organizations that store your private information to keep your privacy secure. If they don't, you may have legal recourse. Organizations have cyber insurance to cover such claims.

11	Is there a fix for the Print Nightmare virus for those of us with Win 7?	Upgrade to windows 10 for free. Windows 7 is end of life and should not be used. If you don't want to use Windows 10 because of privacy concerns, Linux Mint and Ubuntu are both pretty easy to learn.
12	In the past Apple products apparently are free from cyber threats. Can I believe that?	No. Apple products have malware as well.
13	In the past, my Apple iPhone 8 has sent me notifications to change a number of passwords to various websites that may have been compromised? What should I do?	Change the passwords.
14	What are bots? How can I know if a bot is on my system?	Good antivirus program will find it.
15	Is the only way to deal with malware is to have your computer wiped and reset to factory settings?	"Yes" and "No". The vast majority of malware can be dealt with just by using a Google security product such as Sophos Intercept X. However, if you're unsure of the capability of a strain of malware, the safest thing is to remove the drive, physically destroy it, and install a new one. In fact, some malware is capable of living inside the UEFI chip on the motherboard which means the entire computer should be thrown out.
17	Is it true that a Mac computer is more resilient to malware, viruses etc.? Do you still require protective software?	You're less likely to be affected by malware on Apple PCs than Windows based ones. So yes, they are safer. As are any Linux operating systems. You should still use security software.
18	When you get a scam phone call, is it a problem to answer the call? When you get a scam email, does opening the email give your computer malware?	No problem answering the call. Depending on how your mail client is setup, opening the email could allow malware to get in. But in most cases, you have to open an attachment or go to a website.
20	I would like to know how to spot e-mail phishing.	Be diligent and look at the email address.
21	How do I store passwords so I can access them?	1password.com or LastPass.com both are excellent options
22	What about sharing passwords to next of kin, in event of death, so they can access computer, accounts, etc.?	Write it on paper, put it in a safety deposit box and give the key to your lawyer as part of your will.
24	What happens at death when no family member knows your password	The account is lost essentially.
25	I have read that passwords will no longer be used in the near future. Can you comment on whether this is true and if it will be a good thing?	This is an extremely detailed and contested topic. I would argue for the average user passwords will be used at least for the next 10-20 years.
26	What if visitors to your house want to use your WIFI password?	I have a guest network that's segregated from the rest of my network.
27	What is the 'dark web'?	The internet you're used to is the tip of the Iceberg of what's actually on the internet. The Dark Web is essentially what exists out there that Google, Facebook, Yahoo, etc. won't show you. It's where criminals and cyber security researchers spend their time.

29	If my email is hacked by a scammer, to which authority should I report?	Most police services have a cyber division. But there is likely very little police can do for you in these situations.
30	Is it safe to use "save password" function in your settings?	Within Google, Firefox, etc. it is safe to store your passwords, if the account you sign into your browser with is also secure. If not, no.
31	Thoughts on VPN's?	Highly recommend VPNs.
32	is it safe to store your password in the cloud	Depends on the cloud. Lastpass, 1password would be it
35	How do you feel about IOS devices generating the password for you which is a very long string	Good method. Same with Google Chrome and Firefox that do the same thing.
38	Do you pay for a password manager?	LastPass is free
39	What about Apple's Keychain Access for passwords?	Just as good as Microsoft's Credential Manager. Secure until someone has access to your computer. Then all those passwords belong to them.
40	What about using the computer's storage system?	For passwords? Definitely don't.
42	Is Lastpass an app?	Yes, and website.
43	What about Google, other password managers?	Works fine assuming you have two factor authentications enabled.
52	Will the same password manager work on both Windows, Macs and iPad	Yes. Lastpass works on all.
53	I save passwords on a portable drive and only plug the latter in when I need to copy/paste the passwords over. Can that portable drive be seen by hackers during the few seconds/minutes I have it plugged in?	Would not recommend that method. Download KeePass and keep the database on that external drive. That'll be more secure.
54	Are password "safes" like that from McAfee good?	LastPass is recommend
56	What is the best anti-virus/anti malware software protection for an Apple MacBook Pro?	Sophos Intercept X.
59	Hello! What are your thoughts on the password keeper on my iPhone which saves passwords that I have created?	Reasonably safe.
61	Where can we go to see if our email or phone has been cloned?	Anyone can send email pretending to be someone else. Same goes for phone calls. If you are not sure, go on the organization's website and call the number on the website.
62	What happens if someone dies and the next of kin don't know the password to email and/or social media accounts?	You don't OWN your account with Facebook or Gmail, for example. The company does.
63	What about the 'generate secure password' on Last Pass? Is this a 'good' way to choose passwords?	Let it generate the password for each site
66	I am unable to delete Internet Explorer.	It will be removed automatically.

68	Our computer and laptop have Windows 10.	Should be fine.
69	What was site to check if you have ever been hacked	haveibeenpwned.com
72	Should you use Apple password storage on your Apple devices?	Yes
75	Is Duckduckgo a good browser?	Duckduckgo is a search engine and it still tracks you.
76	Our seven-year-old computer and laptop have Windows 10. The security/update page says that they can't be updated to Windows11. Do we have to buy new equipment?	Yes. Windows 11 requires a chip installed in your computer called TPM2.0. That is something that's only been out for the last couple years. Windows 10 will be fine for another couple years. It is recommended to replace computers every four to five years.
79	What are the recommended add-ons?	NoScript and uBlock Origin
80	Should we not use a website that asks for symbols, numbers and a limit of characters in a password?	Use a password manager to generate a password with the characters required by website. Then use a password that is very long but easy for you to remember to get into your password manager.
83	Where do you go to get 'add ons'	Chrome has the Chrome store and Firefox has one as well.
84	is shutting down your computer as good as unplugging it?	Always shut down first. If you want to unplug the computer as well you can, but never just unplug it – it will cause damage.
88	What is the recommended antivirus software?	Sophos Intercept X.
89	Is Bitdefender a recommended company?	Yes, it's one of the better ones.
90	I have a smart TV and use YouTube on it. Do I need antivirus software for it?	No.
91	How to change my browser and get rid of the other browsers?	Type the question into Google and there will be instructions on how to do it.
93	Is Norton recommended?	No. Sophos Intercept X is recommended.
94	Do you recommend Avast?	No.
95	Do you recommend Norton?	No.
96	Is Avira a good security program?	No.
97	Is AVG freeware recommended?	No.
99	How effective is the anti-virus provided with the programs we already own?	Microsoft's "defender" product is decent.
102	What do you think of ESET?	Very good software. I have clients who use it including one who actually writes cybersecurity software.
103	I use AVG basic annual coverage for my iMac. It sounds like I an get just as good Ransomware coverage using Malware Bytes. Would you recommend that I switch?	Both are fairly good.

105	Is it a good idea to set your browser to automatically delete your browsing history when the browser is closed down?	For better security, yes.
107	What about backing up to an external hard drive?	Yes, use back-up software to back up to an external hard drive.. Copying your files manually to the drive is not a backup solution.
108	Is it good to use an external drive?	Yes, use back-up software. But, if it's connected while you get infected or after you've been infected, that backup is no good.
112	How about Time Machine on MAC for backup?	Time Machine is an extremely good backup product.
113	So, backing up to an external hard drive isn't good anymore?	Use a cloud backup, it's safer and cheaper than buying external drives
115	Is it good to take a technician on line? How do we know they are a good and safe company?	Local computer shops are usually fairly safe.
116	How to protect ourselves from surveillance by Google and apps?	VPN, using Linux operating systems, etc.
119	For the Apple MacBook Pro, for an external drive, is a regular external drive better or an external flash drive?	Flash drive will be faster, otherwise no difference.
120	What about an external hard drive like My Passport by Western Digital?	Western Digital makes the best consumer drives. But that's just one part of your backup strategy.
122	Is backing up data going to be secure on a separate external hard drive, still plugged into the laptop?	Still plugged in? No. Kept separate, yes.
123	Would you recommend backing up data to an external drive as opposed to an online backup?	Online is easier and safer.
126	How do you feel about 1Password7 as a place to hold all passwords	1password is good
128	What about backing up your computer on a USB?	Online is safer and easier.
133	How often should we change our passwords?	Pick a good password and you never need to change it unless there is a breach.
135	Can you comment on the Fix Me Stik	Use a reputable provider to fix anything properly.
138	What are basic ways to tell where an e-mail comes from?	Hover your mouse over it, or hit the reply button to see where it's going.
140	What do you think of Webroot?	Works reasonably well.
141	When should I start to use my Windows 11?	It works reasonably well now.
143	What is the name of the password strength calculator and how do I access it?	bitwarden has it on their website
148	How does the Incognito Window work when you browse? How safe is it?	It basically stops tracking and doesn't record your history or passwords as you browse.

151	Do the same rules apply to iPhone and iPad? I do not use a PC.	iPhone and iPad are more secure devices, so they don't need antivirus, but password rules are still the same
154	When using Safari on an Apple product, does using "private Window" option help stop tracking?	Yes.
161	Can you speak about "cookies." How do you get them off your computer?	Work with a local computer shop for training or TechTutors. Trying to remove cookies and doing it incorrectly can cause issues.
165	How do we get security on Android cell phones?	Depends on the phone. Don't modify it at all, only install reputable apps and you'll be fine.
166	How do I back up an iPad?	Backup using iCloud or iTunes on your computer.
167	How should I manage random texts on my iPhone from an unrecognizable number? Presently I just delete it... can I do something else?	Yes, delete. Most phones also allow you to also block the number.
168	Malwarebytes - is this secure enough?	Yes, but you need to remember to run it manually regularly.
169	What about PIA (private internet access) for blocking ads?	As far as I know, it doesn't block ads. But it works as a decent VPN.
171	Is there a reliable source that can help with security changes if you don't feel you can do it on your own?	Techtutors is who we recommend, Local computer shops are usually fairly safe.
172	How many characters should be used for a password to be reasonably safe?	16-24.
177	If I do not have malware protection, should I do on line banking.	It's a higher risk, but if you're using proper security on your computer, you should be fine.
184	Is Apple TimeMachine a good backup software?	Time Machine is an extremely good backup product.
187	Is my data automatically backed up if I have OneDrive?	You need to set up OneDrive to backup. Right click on the icon, go to the settings cog, the backup tab and set to back up your Desktop, Documents and Pictures. That will back up those areas of your PC.
188	Can you comment of the security of online banking	It's only as secure as your PC.
198	Should we use a VPN?	I recommend it yes.
202	Should we use the same password for different sites?	Never reuse passwords.
203	How to eliminate getting Daily junk mail on my Mac	Start marking junk emails as spam. Over time, you'll have less.
204	Is Webroot a good antivirus program?	Yes. Webroot is very good.
208	I back up my data on an external hard drive rather than on the cloud. Is this as secure as OneDrive?	Not as secure. Online is better and easier.
214	Can you explain VPNs?	VPNs essentially encrypt everything from your PC.
216	I worry about security when I buy online. How secure is PayPal?	Use credit cards instead. Consider a dedicated credit card just for online purchases with a low limit credit limit.

217	My doctor's office has a disclaimer in their patient agreement that says that they are not responsible/liable for any privacy breach of patient information. Does this type of statement that services use actually stand up legally?	PHIPA says that any organization housing personal health information is liable for up to 3 million dollars in fine per breach.
220	What about android tablets?	Androids are highly customizable, which means they're less secure.
225	Should we turn our computer off every night?	No benefit to turning it off. In fact, every time you turn a computer on there is a small surge of power, which over time reduces a computer's life.
227	How can you prevent someone from stealing your email address?	Use a strong password, and turn on multifactor authentication.
229	I hear so often that people have their Facebook account hacked. How safe is Facebook to use?	Your Facebook account is never hacked. Someone just guessed your password or convinced you to give it to them somehow, usually through phishing. Facebook had its first data breach just recently. Use a good password and only use it on Facebook.
232	What is a good programme to regularly clean one's computers, tablets, phones?	Tablets and phones don't really need much in the way of cleaning. For your computer, just do some scans using your security product of choice.
239	If I am traveling in a country that doesn't support my cell phone or don't have my cell phone, how can I use 2-step authentication?	Bring your phone. It doesn't need cellular data to use the 2-step apps.
244	What about websites that you have a password saved? Is that a no-no?	That's saved on your PC or within your browser. The website doesn't save the password.
245	Is it a bad idea to use the Wi-Fi at the airport?	Yes. Always use VPN.
247	Can you comment on websites that you open that state this site is not secure?	If it says not secure, just don't give them any data. It's still fine to browse.
249	If I am using public Wi-Fi on my iPhone, how do I secure it?	With a VPN service that provides an iPhone app.
250	Question removed, to specific	Question removed, to specific
256	Can you use LastPass on both Apple and Android devices if you use both?	Yes.
267	How can I go about changing all my weak passwords?	Go site by site as you remember them.
269	I have a black box for backup. Is iCloud a better option?	iCloud is better. If you're relying on a hard drive for backup, replace it every 5 years.
274	Is Apple Pay good for online shopping?	Yes.
277	Is tapping one's debit card a bad idea?	It is generally safe to tap your debit card. Plus, your bank account is insured from fraud.

282	Can one really strong password, as you've advised, be used in all instances across all platforms, or do we need a really good one for each application?	Never reuse passwords under any circumstance.
288	What about accessing the internet using one's data plan while travelling, rather than using free public Wi-Fi?	That's more secure than public Wi-Fi, but using a VPN is safest.
289	Do iPhone and iPad need anti-malware?	No.
291	What does VPN stand for?	Virtual Private Network
295	Is a Zoom meeting safe?	Yes, it's reasonably safe.
296	Should I say no when a website notifies me it uses cookies?	It often breaks functionality to say no. Use built in browser security to protect yourself.
299	When travelling, is it safe to change your SIM card to the country you are travelling in, rather than using a data plan from your home country?	Yes, but still use a VPN.
307	I am an Apple user. Are the passwords on my phone and Mac safe?	Reasonably safe, if you follow other safety rules.
308	Is turning off location services on my phone useful?	Yes.