

NEWSLETTER

Internet Lingo 101: Cheat Sheet for Beginners

The Internet is growing and evolving so fast even the dictionary has trouble keeping up. Here are 12 suddenly common terms that are helpful to know.

Browser

A browser is a free piece of software that lets you view web pages, videos and other online content. It's a core requirement of going online, as it converts the computer languages HTML, Javascript and XML into human-readable form.

The most popular browsers in 2017 are Google Chrome, Safari, Firefox and Microsoft Edge*. (*Internet Explorer has been superseded and is no longer recommended due to security concerns)

Email

Electronic Mail (formerly spelled with a hyphen: 'e-mail') is typed messages sent from one person/business to another via the Internet. It's delivered almost instantly and then waits patiently for the recipient to open and read it.

You'll need a webmail service (e.g. Gmail) or installed software (e.g. Outlook) to read, write and send, but you can also set your smartphone up for this. Most emails are in the form of letters, newsletters or catalogs, often with a more casual tone.

Email can include text, links to the internet and images, but not video/sound.

Encryption

Before important data is sent over the internet, it's scrambled to turn it into gibberish that means nothing to anybody who might intercept it.

Unless there's been a massive security breach, only the sender and intended recipient will have the decryption key to turn it back into readable data.

You don't have to encrypt your own data as it happens automatically. Your email provider and important places like banks and online stores have digital security systems that take care of the encryption/decryption for you.

Firewall

A firewall is a security measure designed to act like a door bouncer to your network.

When an unauthorized user attempts to gain entry, the firewall blocks their path until it's checked them out thoroughly. If there's anything suspicious, the firewall refuses to let them in.

HTTP and HTTPS

These are acronyms for the rules of how data is transmitted to your computer screen. The actual mechanics are incredibly complicated, but the terms have one very important distinction:

HyperText Transfer Protocol (HTTP) means the images, text and links should appear in your browser.

HyperText Transfer Protocol Secured (HTTPS) means the page has an added layer of security to hide your personal information from hackers. Data sent through pages with this prefix is securely encrypted before transmission.

IP Address

Every device that accesses the Internet is assigned a unique IP address to identify itself. It's used to make sure when you request a page or document, it's sent to you – and not someone in Alaska. Your IP will look something like '202.9.64.55' and may be referred to as fixed or dynamic.

ISP

Your Internet Service Provider (ISP) is the company that allows you to connect to the Internet. They'll also offer extra services like email or web hosting. It's impossible to bypass the ISP level and connect directly to the Internet.

Malware

A broad term to describe viruses and malicious software from hackers. Malware can manipulate you into paying money, take control of your computer, steal your private details or break your computer in some way. Instead of listing each specific threat, you'll commonly see them lumped together under 'malware'.

Router

The traffic system for your network, connecting computers and devices within the home and acting as a defensive gateway to the Internet. These hardware devices can be wired or wireless, and allow you to share one Internet connection

amongst all the computers/devices in your home.

Social Media

A broad term to describe all the websites and applications that let you share and interact with others online. To fit this umbrella, the site needs to allow user profiles, live updates and the ability to add friends/followers.

The most common social media applications are Facebook and Twitter.

Spam and Filtering

Any unsolicited messages sent over the Internet, usually in bulk, are called spam. Usually, it's electronic junk mail, but it's also a technique hackers use to trick people into clicking links to their malware.

Email applications are reasonably good at identifying spam and should shift it automatically to a spam folder before you see it. Occasionally, the filters get it wrong and you may find a relevant email needs to be dragged back to your inbox.

URL

Each website has a unique address on the web known as a URL (Uniform Resource Locator). URLs commonly end in .com but can also end in a country specific extension like .com.au or .fr, or more recently, in new and exciting extensions such as .xyz or .me

In this newsletter, we will help you understand some of the commonly used terms on the Internet and then help you evaluate if remote support is a good option for you.

Emerald ICT

0113 2579992



When and Why You Should Use Remote Support

If you've ever had a sudden computer problem, you know it can be very stressful. So much of our day-to-day life requires having access to a working computer.

Homework, budgeting, bills, even browsing dinner recipes all have a degree of urgency that mean dealing with a broken computer isn't comfortable for long. Your computer technician offers two options: remote repair or bring it in. Which is the best choice for you?

Benefits of Remote Support

Speed: If remote repair is a possibility, your technician can connect via the Internet and have you operational in no time. You might also choose to just leave it turned on in the morning and go to work as normal, while the tech logs in to conduct the repair, ready for your return.

Without this option, you'd need to juggle time in your diary to drop the system off as most in-store techs only work 9-5.

Many large-scale remote support services are even available 24/7, eliminating all unnecessary delays.

Convenience: You get to skip the unpleasant tasks of unplugging the PC, untangling the cables and carting it into the repair store. Even then, once repaired, you'd still be privileged with carrying it back home and playing a game of which-plug-goes-where.

Computers may be getting smaller, but they're still heavy and fiddly! Laptops are designed to be moved around often and it may not be a problem to stop at

the repair store, but traveling with a desktop PC requires a little more effort and a lot more inconvenience.

Negatives of Remote Support

Limited repair options: A remote connection can only repair certain software problems, not hardware problems. It's impossible for the technician to swap out a failed part remotely, and unless you're confident in your own repair skills, guided physical repair isn't viable either.

Occasionally the problem will also be outside the computer, perhaps a troublesome peripheral or connection. Your technician may be able to walk you through correcting some of these minor problems yourself, but most invariably require a physical call-out or taking your computer in-store.

Connection speed: A slow or unstable connection will make a remote repair take longer and increase the difficulty of the task. The extended time impacts the cost for the call, and in extreme cases, can negate any benefits of skipping the physical inspection. Your connection needs to allow the technician to see real-time responses as if they were sitting there in person.

Accessibility: If your computer won't start or can't connect to the Internet at all, your technician can't log in. This includes seeing a 'blue screen of death', boot failure and Windows load failure. As much as they'd like to help you, being able to log in to your system is a vital step in the remote repair process.

Remote support and repair is the ideal

situation, purely for speed and convenience.

As a bonus, in the event the remote repair is unsuccessful, it also means your tech now has a better idea of the problem and can speed up any on-site or in-store repairs. Remote support is the best option for many repairs and gets your computer working again with minimal disruption and lowest cost.

**Need a repair? Call us at
0113 2579992 for rapid remote
support.**



Unit 39g, Springfield
Bagley Lane
Farsley, Leeds LS28 5LY
0113 2579992
info@emeraldict.co.uk
www.emeraldict.co.uk