



Brisbane Seniors OnLine Association Inc: Register of Key Documents

Security of Learners' Computers Guidelines for Mentors

During the first visit make a basic security assessment of the learner's computer by ascertaining the following:

Check the Security Centre in the Control Panel (or Action Centre in Windows 7) to ascertain that there is a firewall, anti-virus protection and Automatic Updates, and they are all switched on. If the operating system software appears to be pirated, thus prohibiting many updates, advise the learner of the benefits of utilising the educational discounts available to BSOL members from Microsoft. We actively discourage the use of pirated or unregistered software.

If there is no anti-virus protection, we recommend the free Microsoft Security Essentials (MSE) or AVG free edition. See the software section of the Mentor CD for these program installation files. For Windows-based systems, we expect learners to have Windows XP or newer. Older operating systems are no longer supported by Microsoft and are not regarded as being sufficiently secure.

Once the anti-virus and firewall programs are installed and working, ensure that all relevant service packs and other updates have been installed by going to Windows Update. Finally, check that the above programs once installed have been configured to update automatically at a time when the computer is likely to be switched on. If you are unsure how to do this, check with your hub coordinator or with another mentor.

Do not encourage an internet connection to be made until at least a firewall and an anti-virus program have been installed. If your mentor CD is fairly old, you might not have the latest software versions, but they are preferable to running without any protection. You should however try to update the computer to the latest versions as soon as possible. Warn the learner not to use email or to download any attachments until all up-to-date security programs have been installed.

Advise the learner that BSOL recommends against mentors teaching the use of the web or email until these security matters have been resolved to your satisfaction.