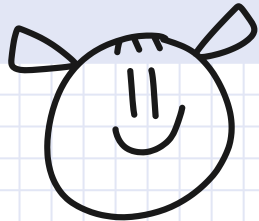


ABC

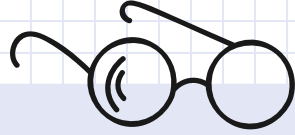
"You can't Google it if you don't know what it's called!"

Mercer Public Library presents:

Tech Lingo 101



Teresa Schmidt, library director
March 8, 2024



“Any sufficiently advanced technology is indistinguishable from magic.”

ARTHUR C. CLARKE



Table of contents



01

General Tech

Devices, networks,
operating systems...

02

Security

Accounts, passwords,
scams...

03

Internet


Bandwidth, bookmark,
browser, cookies...



04

Communication

Email, messaging, SMS...



05


Social media

Network, share memes,
go viral!

06

Online shopping

Security, peer-to-peer
payments, brushing...



+

+

+

+

+

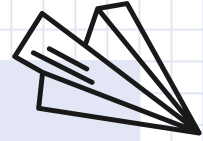
+

+

+

01

General Technology



+

+

+

+

+

+

+

+

General computer and tech terms

+

+

+

+

+

+

+



computer

Electronic device for storing and processing data



laptop

Portable computer



desktop

Computer used in a stationary location; also the computer display area



Chromebook

Web-connected laptop that runs the Chrome operating system



tablet

Portable wireless device with touchscreen

eReader

Handheld device primarily for reading books, newspapers, etc.



+



smartphone

Mobile phone that also performs the functions of a computer

Android

A platform/type of smartphone

iPhone

Smartphone sold by Apple

Flip phone

Cell phone with a hinged body; usually limited features

provider

Company that sells connectivity to your mobile phone

plan

Contract with your provider

+

+

+



+



+

+



+

General computer/computing terms +

Operating system

Software that supports a computer's basic systems

Applications, apps, and programs

Software program that's designed to serve a specific function and can be installed on your computer. "Backwards compatible" apps run on older devices, open older file formats.

Memory vs. storage

Memory (RAM) is the "working memory" of your device, allowing it to run functions. Storage is the space allotted for saving files and programs on your computer.

Types of storage

HDD = Hard disk drive; SSD = solid-state drive;
Removable vs. non-removable



sleep

A power-saving mode that stops actions on your computer

restart

AKA “reboot,” this turns your device off and on again to start with a clean slate

shut down

AKA “power off,” this removes power from most of your device’s systems

notes about restarting

Some modern operating systems use features like Windows’ “Fast Startup,” where shut down is really more like a hibernation feature and doesn’t actually restart the operating system. You do NOT have to fully shut down your device every day, but if it’s acting quirky, do a restart to start fresh.

Getting around your computer

System settings

Allow you to set up your computer and adjust various options. Use the search features!

Windows Explorer / Finder

A way to navigate the files/content of your hard drive

Files

A file stores data in your computer. They can store user content (pictures, documents, etc.) as well as store preferences, code, and more.

Taskbar / Dock

A quick way to access frequently used programs and files, and to switch between open programs/apps



Document file types⁺

PDF

Portable Document Format, created by Adobe. Read by Adobe Acrobat, Reader, and most web browsers

Word processing files

Microsoft Word (DOC, DOCX), Apple Pages, Google Docs

Spreadsheets

Microsoft Excel (XLS, XLSX), Apple Numbers, Google Sheets

Web files

Hypertext Transfer Markup Language (HTML), webp

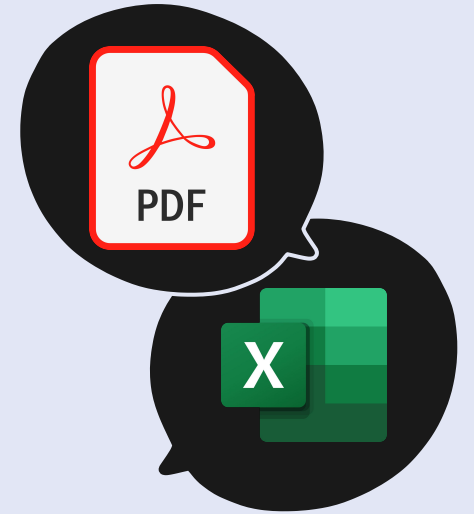


Image file types⁺

JPG

Joint Photographic Experts Group - Most commonly used for photo files.

GIF

Graphic Interchange Format - supports static and animated images.

PNG

Portable Network Graphics - Supports transparent and semi-transparent images.

TIFF

Tag Image File Format - used for high-quality image files

PSD

Native format for Photoshop files. ("photoshopped" also describes any image file that's been digitally manipulated.)



download

Receive data from a remote system -
"Download the app"

upload

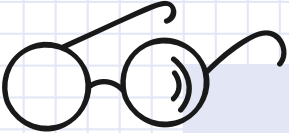
Send data to a remote system -
"Upload your pic to Facebook"

stream

Receive or transmit data while allowing playing to start almost immediately

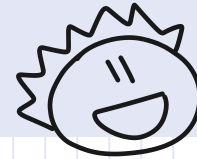
Streaming device

A device that connects your TV or home theatre to the internet, allowing you to stream content from a provider like Netflix, YouTube, etc. Examples of streaming devices include Roku, FireTV, Apple TV, etc. Your computer or smart TV can also act like a streaming device.



02

Security terms



Keep yourself safe & identify scams



Online accounts and security⁺



Username or user ID

Identifies a user when logging in. You may use the same username on multiple websites. Your email address may serve as your user ID for many sites. ⁺

Password


A secret word or phrase that, entered in combination with your username, allows you access to a computer system. Your password should be **unique** to the system you are using. *(No, seriously, it should!)*

Two-factor authentication or 2FA

An management system that requires two forms of ID to allow access. The second factor may be a text message, message sent directly to your mobile device, phone call, etc.



Single Sign On (SSO)

“Sign in with…” Google, Facebook, Apple, or another system. NOT the same as using the same username and password on multiple websites. 

Malicious software

malware

Malicious software designed to disrupt, damage, or gain access to a computer system

virus

Piece of code that can replicate itself and damage or corrupt a computer system

spyware

Transmits data covertly to a malicious agent. e.g. Keystroke loggers

botware

Infects a computer and carries out commands of a remote attacker, can create a "bot net"

worms

Malware replicates itself to spread to other computers. "Payload free" worms often cause network disruptions.

Trojan horse

Malware that downloads disguised as a legitimate program

Scams⁺

Spam

Unsolicited email for marketing purposes. Don't respond or unsubscribe!

Phishing

Sending emails or other messages pretending to be a legitimate company, trying to get you to reveal personal information like login credentials, credit card numbers, etc. Variations: smishing (by SMS), spear-phishing (a targeted attack), and vishing (by voice call).

Spoofing

Fraudsters disguising themselves as a reputable site or source, trying to obtain your login credentials or other information. Can include website spoofing, SMS spoofing, caller ID spoofing, email spoofing, and DNS spoofing (the hardest to identify, IMO).

Tech support scams

Scare tactics that trick you into paying for tech support services you don't need or allowing remote access to your computer. Often use pop-ups that look like error messages or yell at you. AKA scareware.




More scams⁺



Catfishing

Luring someone into a relationship with a fake persona. **Red flags:** they want to know your personal details; they get very personal very quickly; they avoid talking face-to-face; their stories are inconsistent; they suddenly have a terrible tragedy that only you can help with; they ask for money; they invite you to “invest” with them.



Grandparent scam

A call impersonating a grandchild or other relative that supposedly needs help.

Recovery scam






Victims of a scam are sometimes approached a second time by someone claiming to be able to help recover what was lost in the first scam.



Identity theft



When a scammer obtains and uses your personal information to commit fraud.



Internet terms 03



Navigating the web and beyond!





The Internet

Global network of computers. Supports things like DNS, the Web, email, file transfer protocols, etc.



The Web

A specific system on the internet that allows documents and information to be shared through hyperlinks.

Connecting to the internet

Broadband

High speed internet access that uses signals at a wide spread of frequencies. Via coaxial cable, optical fiber, wireless internet (radio), satellite, or twisted-pair cable. "Always on."

Bandwidth

A measure of how much data you are receiving every second, typically stated in megabits per second or gigabits per second. Measure your current bandwidth at [speedtest.net](https://www.speedtest.net).

ISP

Internet service provider. This is the company that provides you with access to the internet.

Ways to connect: DSL, satellite, fiber, radio, dial-up

DSL: digital subscriber line, provided through copper phone lines

Satellite service examples include HughesNet and Starlink

Fiber: fiber-optic lines that provide high-speed, symmetric service

Radio services provide a wireless signal to receivers in a coverage area

Dial-up: nearly obsolete; uses a modem connection over a standard phone line

Connection & network terms

Wi-Fi

Allows devices to connect to the internet wirelessly within a particular area

"Data"

Refers to using the cell tower network for internet connectivity. A "hotspot" creates a wifi network with data.

Bluetooth

Wireless technology that uses a radio freq to share data over a short distance.

peer-to-peer

A network directly between two devices (phones, printers, etc.). Apple's AirDrop uses it.

LAN

Local Area Network = group of devices connected together in one physical location

WAN

Wide Area Network = connects several LANs over a large geographic area



Your home internet equipment+



Modem

Sends and receives signals to your ISP. If you use DSL or dial-up, your modem allows a digital connection to your ISP over an analog phone line, for example.

Router

A device that connects two or more networks and disperses the signal to devices on the network. Connects to the modem (and is sometimes contained within the same device.)

Wireless Router, Wi-Fi router, WLAN device

Performs the functions of a router and provides a wireless access point – AKA Wi-Fi network, or wireless local area network (WLAN) – to connect your devices wirelessly.



Wi-Fi extender or repeater (or booster)

Device to boost the signal of your existing wireless network and extend the range of your WiFi. An extender uses a cable (ethernet or power line), while a repeater boosts a wireless signal.



Wireless bridge

A bridge connects two parts of a network separated by a distance.



https://xxxx.domainname.TLD/fileordirectoryname

A uniform resource locator (URL), AKA web address



XXX.XXX.XXX.X

An IP address, the “actual” address of a device on the internet

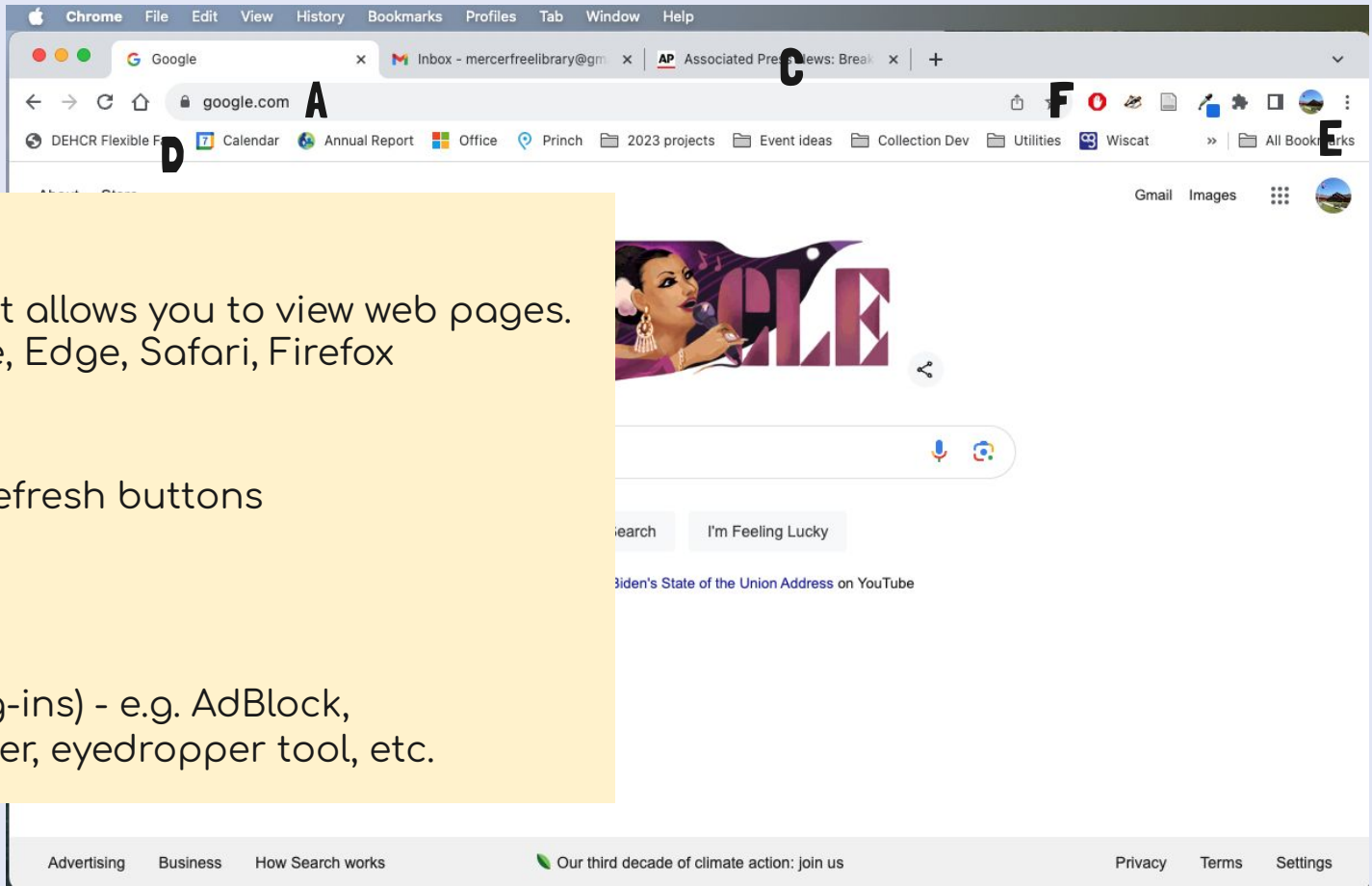
username@domainname.TLD

An email address includes a user and domain separated by @

Web Browser

Program (app) that allows you to view web pages.
Examples: Chrome, Edge, Safari, Firefox

- A.** Address bar
- B.** Back, forward, refresh buttons
- C.** Tab
- D.** Bookmark Bar
- E.** Bookmarks
- F.** Extensions (plug-ins) - e.g. Adblock, Privacy Badger, eyedropper tool, etc.



Web & internet terms

Search engine

A website that indexes the web and allows you to search for topics: Google, DuckDuckGo, Bing

Cookies

Pieces of data from a website stored in your browser. Allows that site to recognize you again.

GDPR: General Data Protection Regulation

This law passed in the European Economic Area is why every website asks you if you agree to cookies now!

Cache

Temporary data/file storage designed to reduce retrieval times

VPN: Virtual private network

Creates an encrypted connection between you and the VPN server. All internet traffic is routed through this server. Can improve privacy (especially from your ISP), hide your IP address, spoof your location, and bypass local content restrictions.



More web & internet terms +



The Cloud

The delivery of computing services – including storage, servers, databases, software, etc. – over the internet. Think of it as someone else's computer. +

Web app

A program run on a web server that you access through your web browser.

Domain name and DNS

Domain name = a human-readable address to access a web server.

The Domain Name System (DNS) connects domain names to their server's IP addresses.



DoS or DDoS

A (Distributed) Denial of Service attack is a common way for hackers to disable a web server by overwhelming it with requests. +



+



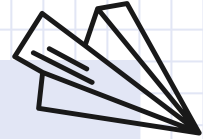
+

+

+

04

Communication



Chat with family and friends

Texting & messaging

email

Electronic mail delivers messages across computer networks using a email servers

SMS / MMS

Short Message Service is text only, Multimedia Messaging Service can contain pictures, emoji, video, and links. Both use cellular tech.

Other messaging (IM, DM) services

Allow you to send messages and media over the internet using systems where each user has an account. Examples include Facebook Messenger, Whats App, WeChat, Snapchat, Telegram, Discord, iMessage, and other social networks.



Video calling and meeting apps



Video chat apps for phones

FaceTime, Facebook Messenger, Discord, WhatsApp


Zoom

So popular that any online meeting is now called a Zoom.


Other online meeting apps

Slack, Microsoft Teams, Google Meet, WebEx, GoToMeeting, Skype, BlueJeans

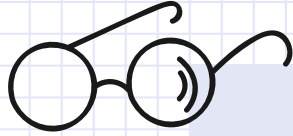
Webcam and microphone



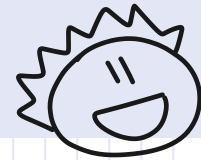
You'll need these for video calls or online meetings. Your smartphone has them built in. Most, but not all, laptops have them by default. Most desktop computers do not have built-in microphones or webcams, so you'll need a headset and a USB camera.



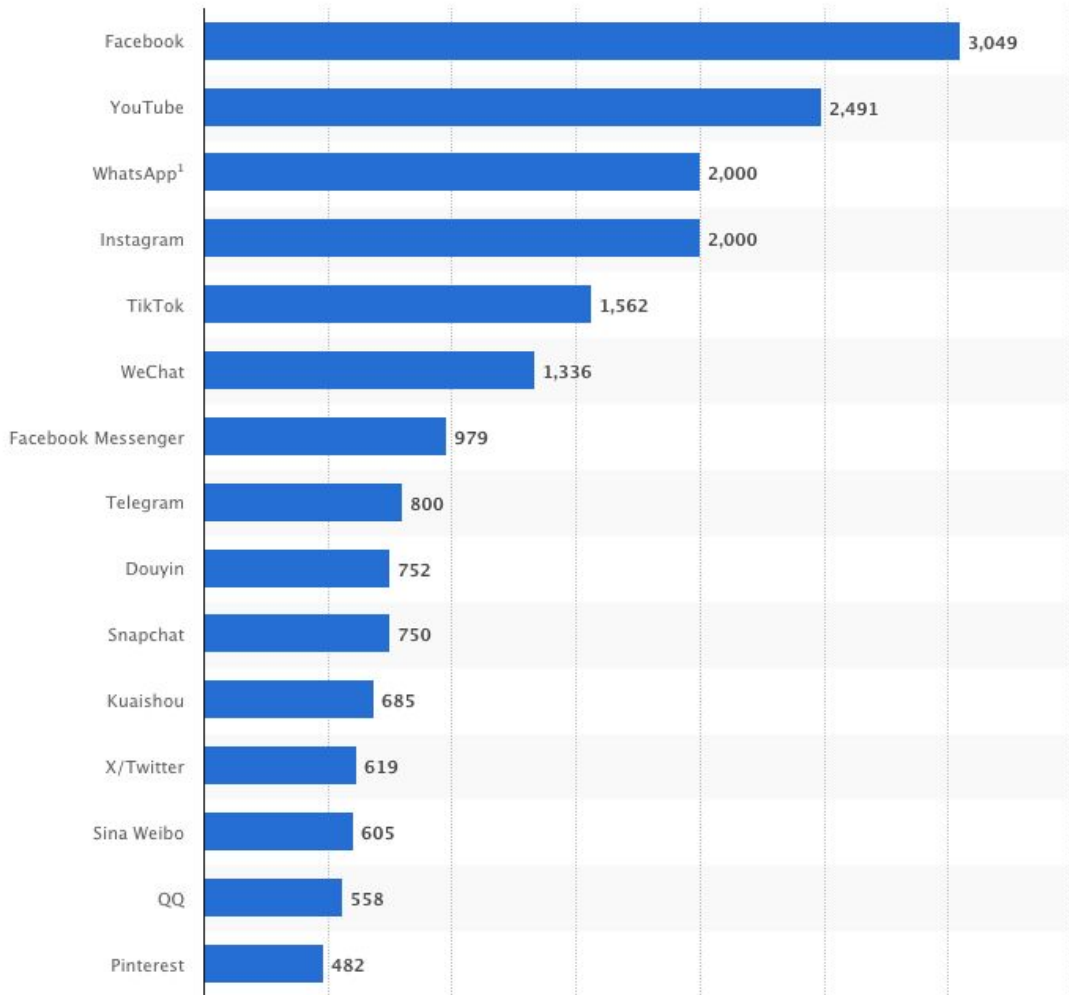
05



Social Media



Create, share, go viral!



Number of active users in millions

January 2024
Most popular social media networks worldwide
Source: [Statista.com](https://www.statista.com)

Social media terms

Algorithm

Secret method that a social media site uses to determine what content to show its users.

Influencer

A person who influences potential buyers by promoting an item on social media. To become a successful influencer, you have to build up followers.

Engagement

Views of your social media content, likes, shares, and comments

Mentions

If your username/brand is referenced, it's a mention. If it's linked, it's a tag or an @mention. An @mention is trying to either get your attention or boost your content.




Going viral

When a piece of content spreads quickly across one more more social media platforms in a short period of time.

Shopping & payments 06



Everything is just a click away...



Pre-order

Placing an early order for an item not yet available.



Backorder

Ordering an out-of-stock item to be shipped when available.

Digital download

A digital file only; you will not receive a physical item. Popular with craft patterns, graphic design, and more.



Bitcoin/Crypto/Digital currency

Digital currency that can be sent electronically with no bank as intermediary.



FAQs


Frequently asked questions



Online shopping terms

ISO / WTB

In search of / want to buy - common abbreviations on social marketplaces



Online marketplace/auctions

NIB: new in box

MIB: mint in box

OOAK: one of a kind



“Bump”: commenting to bring a post back to the top of the feed

Buy it Now: bypass an auction and purchase for a set cost

Sniping: waiting to the last possible moment to get the best price

Soft close: Auction feature that extends bidding time to thwart sniping

Bots: computer programs used to snatch up limited release items, tickets, etc.



Mobile payments⁺

Peer-to-Peer (P2P)

Digital transactions between two individuals, facilitated by a 3rd party service. Can be linked to your bank account, credit card, or debit card.

Benefits of P2P

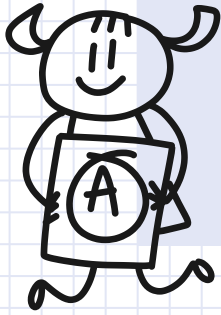
Convenient, easy-to-use apps. Processed quickly with no need to go to the bank. Funds can be transferred to your bank immediately or held in the P2P account until you request the transfer. Often, transactions are free. Bank and card details are not shared with the person you are paying.

Risks of P2P

No way to recover funds unless the recipient agrees. Most services will not issue refunds, even if you're the victim of fraud. It's possible to accidentally send the wrong amount or to the wrong user.

Examples of P2P payment systems

Venmo, Cash App, Zelle, PayPal



Bonus!



Know your emoji

Don't use these emoji...



When texting, do...










- Text back
- Keep it simple
- Watch out for autocorrect

And don't...

- SHOUT WITH ALL CAPS!
- Try to use lingo you're not familiar with
- Be curt: short messages can be interpreted as sarcastic.



Resources

- 
- 
- **FCC Scam Glossary**
<https://www.fcc.gov/scam-glossary>
 - **AARP Scam terminology**
<https://www.aarp.org/money/scams-fraud/info-2023/glossary-of-scam-terminology.html>
 - **National Institute of Standards and Technology glossary**
<https://csrc.nist.gov/glossary>
 - **50 AI terms every beginner should know**
<https://www.telusinternational.com/insights/ai-data/article/50-beginner-ai-terms-you-should-know>
 - **“99 Terms you need to know when you’re new to tech” by Kelli Smith**
<https://skillcrush.com/blog/99-tech-terms/>
 - **A-Z of Technology Terms**
https://www.ourcommunity.com.au/tech/tech_article.jsp?articleId=74
- 
- 
- 
- 
- 
- 
- 

Thanks

Questions?
director@mercerpubliclibrary.org
715-476-2336
mercerpubliclibrary.org



CREDITS: This presentation template was created by Slidesgo, including icons by Flaticon, infographics & images by Freepik