

Title: Tips for Staying Safe Online: Downloading Anti-virus and Anti-malware Software

Introduction: The Tips for Staying Safe Online Video Series is led through slides as visual markers. Any images in the slides that are important to content, and share any additional information beyond the script, has been included here as Alt text.

Narrator: Welcome to the Help@Hand Tips for Staying Safe Online; Part 2: Downloading Anti-virus and Anti-malware software video.

Narrator: Help@Hand is a California multi-city and county Collaboration created to help shape the future of technology-based mental health solutions and connect people to care across the state. These video tutorials are intended to empower California communities to make informed decisions about how they engage with technology.

Narrator: This is Course 1 in a 4-course series called Tips for Staying Safe Online; Part 2. The videos in this series can be viewed in order or in any order based on your interest. In this video, we'll describe some of the online threats that can infect your computer and how to protect against them by using anti-virus and anti-malware software.

Narrator: Malware is something that can cause damage to your computer and give others access to your personal data. This can occur through ads that pop up on your screen, fake websites or email links and attachments.

Narrator: Viruses are one type of malware that you may have heard of. Viruses can infect your computer and then spread to others.

Image: This slide prompts the question "How do I know if my computer has been infected by malware?"

Narrator: Sometimes, you might not even be aware that you've downloaded malware, but often there are some signs that your computer may have been damaged.

Narrator: If your computer is running more slowly or is crashing more often than usual, then you may have a problem. You should also be suspicious if you're encountering more pop-up warnings, if your browser is directing you to random websites and if you have a new browser homepage. Finally, if your friends tell you that they've received strange email messages from you this could be another clue that your computer has been infected and is sending fake emails to your contact list.

Image: This slide prompts the question "What can I do to protect myself against these threats?"

Narrator: There are a number of strategies you can use to avoid downloading malware when going online. Check out the Help@Hand video tutorials about identifying phishing emails and using secure websites for some helpful tips.

In addition to being mindful online with what you click on and who you share your information with, you can also take some preventative steps to protect your computer by downloading anti malware and anti-virus software programs.

Narrator: Anti-virus software can protect against some of the older and more common computer viruses. At the end of this video we provide a list of possible anti-virus programs you might consider using. You can go directly to these websites to download this software.

Narrator: Another good preventative measure is downloading anti-malware software that can protect against some of the newer cyberthreats. Cybercriminals are constantly creating new types of malware and so it's important that you have up-to-date protection in place.

Narrator: Anti-virus and anti-malware software run in the background of your computer, constantly scanning for threats. However, it is possible for some malware and viruses to sneak through even if you have these protections in place. If you think this has happened to you, try running a system scan to locate any suspicious software. Check out our "Taking action after a scam or malware attack" video for more detailed information.

Narrator: And finally, in addition to installing anti-virus and anti-malware software, another tip is to always turn on your computer's "firewall" to block attempts from strangers to destroy information on your computer. Your firewall stands between your computer and the internet. Its purpose is to provide a shield against strangers who are trying to access information on your computer.

Narrator: Usually you can find the firewall setting within your computer's "system preferences."

Narrator: So, to sum it up, even when we're careful online we still run the risk of downloading malware which can include viruses that can damage our computers. To help further protect your computer and personal data, you can consider downloading anti-malware and anti-virus software, running system scans and keeping your firewall turned on at all times.

Image: Display of additional resources. Listed is a link that reads "Anti-Virus Software Option" and below the link address is, <https://techradar.com/best/best-antivirus>

Narrator: Many Malware/Anti-Virus Software Options cost around \$50.00 for a download. There are some free options as well, however, these software packages can sometimes collect data about your computer. After reading the descriptions for each package, you should make whatever choice that is most reasonable to you. The resources we will share have some options that come with a cost and some that are free.

Narrator: We hope you found this video valuable. While optional, please take one minute to provide feedback on your experience, by clicking on the survey link that will display shortly. Thank you for joining and don't forget to check out the other Help@Hand videos.