



## e-literacy

### Lesson 1.

## Introducing e-government

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## Before starting! Who is afraid of e-government?

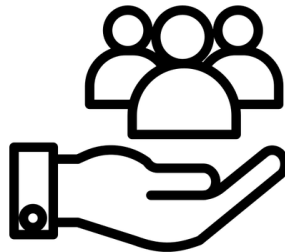
<b>DIFFICULTIES WITH THE ONLINE WORLD</b>	<b>WHEN DO YOU INTERACT WITH THE PUBLIC ADMINISTRATION OR OTHER PLATFORMS?</b>	<b>FEARS</b>

## 1.1 Introducing e-government

### What is e-government?

**E-government** stands for electric government or digital government.

E-government is the provision of public services to citizens using **technology communications tools**, such as computers and the Internet.



## 1.2 Introducing e-government

### How can we describe e-government?

Efficient, effective, transparent, functional, accessible, quality and interoperable are the terms that come to mind in describing e-government.

### Why does e-government have so many positive aspects?

E-government tools are implemented with a **user-centred approach** so each citizen is the main beneficiary and user of the services



## 1.3 E-government in everyday life

### How can I use e-government services in my daily life?

You can pay your electricity bill online

You can book a visit to a museum

You can book a dentist appointment

You can sign an online petition



## 1.4 Self-assessment

How much do you know about e-government?

How good are you at using a PC?

Do you feel autonomous in using e-government apps?

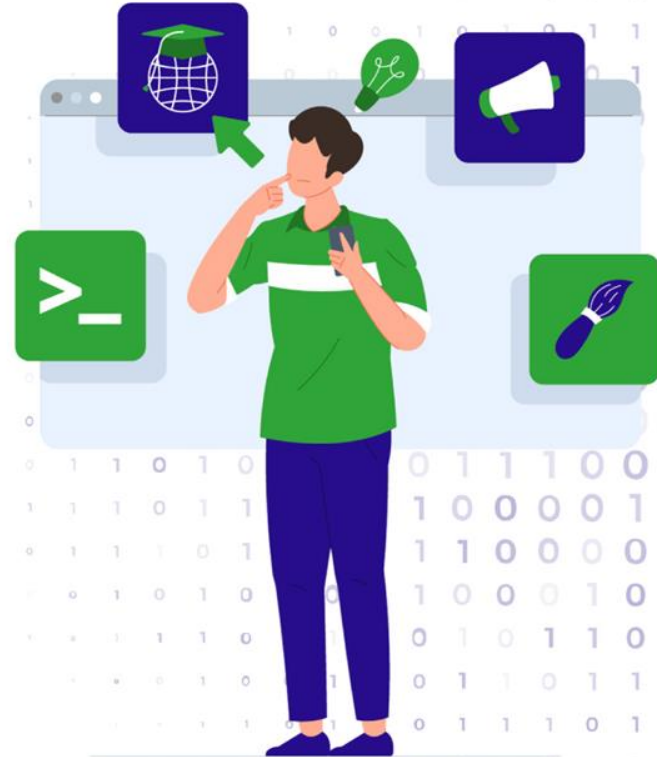
Fill in the self-assessment to find out  
how confident you are with these tools



# Thank you!



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### Lesson 2. Introducing cybersecurity

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# Before starting - Let's look at some of these messages together.



# How about this?



# How about this?



**Borcelle Hotel** <borcellehotel@hotpowered.com>

REDEEM YOUR STAY NOW!

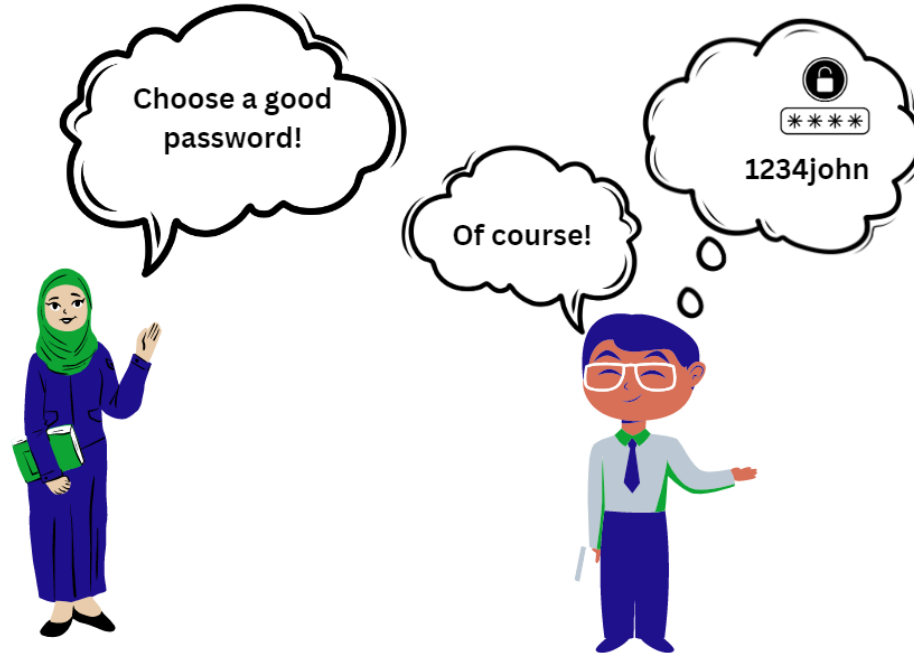
CLICK HERE

  
**BORCELLE**  
Hotel & Resort

**\$100**  
One Night Stay

Date Issued, Dec 28, 2022  
terms and conditions

# How about this?



## 2.1 Introducing cybersecurity

### What is cybersecurity?

Cybersecurity is the ability to act safely and responsibly on digital service platforms and more broadly on the Internet.

In just a few steps, it is possible to protect personal data and minimise online risks.



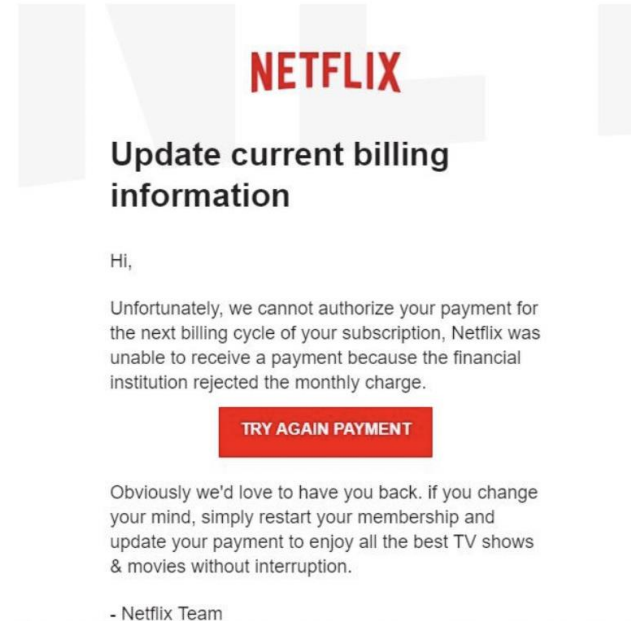
## 2.2 Possible cyber risks

### What are the possible risks?

1. **Phishing:** emails containing phishing scams will imitate the logos and e-mail domains of an official brand and make urgent requests to trick unsuspecting victims into thinking the message is genuine.

### What are the red flags of this email ?

From: Netflix <rahma-cakupuyje-vakangenlaaywa@bihvgh.com>  
Date: September 14, 2020 at 6:05:32 AM GMT+2  
To: [REDACTED]  
Subject: Re: Update Payment Subscription - We can't authorize payment September 13, 2020.  
Order Number : 38443246



**NETFLIX**

### Update current billing information

Hi,

Unfortunately, we cannot authorize your payment for the next billing cycle of your subscription, Netflix was unable to receive a payment because the financial institution rejected the monthly charge.

[TRY AGAIN PAYMENT](#)

Obviously we'd love to have you back. If you change your mind, simply restart your membership and update your payment to enjoy all the best TV shows & movies without interruption.

- Netflix Team



## 2.2 Possible cyber risks

How to protect yourself from phishing attacks?

- Be wary of unusual or misspelt email addresses
- Don't open links or download suspicious attachments
- Beware of generic greetings from an organisation that should know your name (e.g. a banking organisation calling you 'Mr. or Mrs.')
- Be suspicious of messages promising rewards, refunds or prizes.



## 2.4 Possible cyber risks

### What are the possible risks?

#### 2. Avoid **weak passwords**

#### *How to create secure passwords?*

- Review and update your passwords regularly
- use two-factor authentication whenever possible
- don't use the same password for multiple accounts
- use different passwords for different apps
- use a password manager to store your passwords





## 2.5 Two-factors authentication

### What is a two-factors authentication?

It is an additional layer of protection used to ensure that anyone attempting to access an online account are who they claim to be.

**Step 1.** First, a user will enter their username and password.

**Step 2.** Instead of gaining access immediately, they will have to provide some other information, e.g:

- answers to “secret questions”
- accept the request on a smartphone or a small hardware token
- a PIN
- a password



## 2.6 Possible cyber risks

### What are the possible risks?

- 3. Lack of computer security.** Protecting your devices and your privacy is important and decrease your vulnerability to an attack.

*How do you protect your devices?*

- be careful with public WLAN networks
- lock your devices when not in use
- update your operating system and software like anti virus apps regularly.
- be aware of what you are consenting to (not all apps need your data)
- be extremely careful when downloading files from the Internet



## 2.7 Digital identity

It is an electronic way for an individual to create and manage their online identity. Digital identity is the internet equivalent of the true identity of a person or entity when used for identification in connections or transactions of computers, mobile phones, or other personal devices.

This online identity is a sum of any personal data existing online that can be traced back to the real you, and they can be photos, passwords, emails, payment data, addresses (online or offline).

Not only. Your digital identity encompasses also any action made online (navigation, purchasing, public posts, comment on social media, reposting etc.)



# Thank you!



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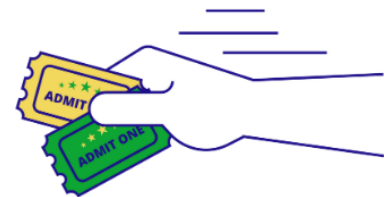
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### Lesson 3. e-government usage in everyday scenarios

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## 3.1 What do you think?

When we deal with...



## 3.2 Let's discuss: OFFLINE

WHAT WE DO	PROS	CONS

## 3.3 Let's discuss: ONLINE

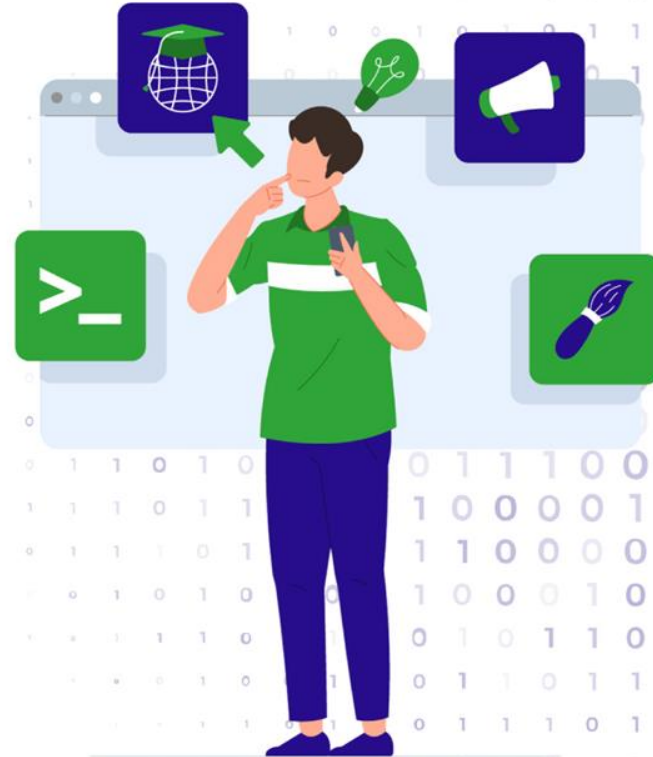
WHAT WE DO	PROS	CONS



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### Lesson 4. Digital identity

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## 3.1 Digital Identity

### How can I access e-government services?

To access e-government services, you need to create a **Digital Identity**, through which you securely and reliably prove your identity.

Typically, a digital identity for digital government services is created from your identity document (usually from the ID card).

Digital identity is an important enabler for improving public services such as healthcare, social benefits, certificates and licences.



## 3.2 Create a Digital Identity

### What do I need to create my Digital Identity?

- be 18 years of age or older
- have a smartphone or other smart device
- have a personal email address or mobile phone number
- download the app from the national government
- Prepare identification documents, e.g. your passport or ID card, to confirm your identity



## 3.3 Create a Digital Identity

**What can you do to make access to your digital identity more secure?**

- change your PIN or password
- view or update your identity documents
- activate Face ID if your smart device is equipped with it

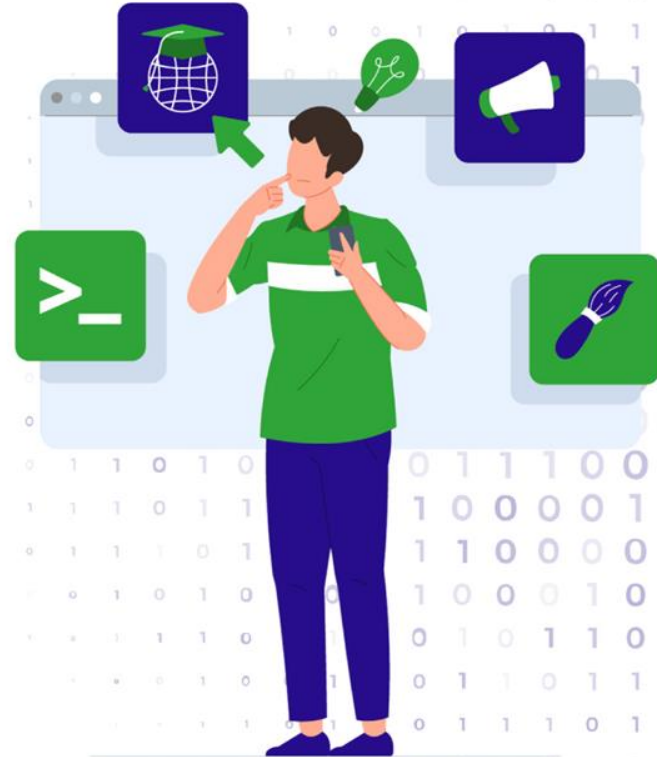


## 3.4 The main digital identity systems in our country

# Thank you!



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### The essentials for using e-government services with your own mobile

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## 5.1 Email



Our email is a real key, as it is the token to access everywhere, especially on our phones.

Through an email we are able to create a smartphone space as a repository of data that are portable. In this way, the phone is only an interface of data stored somewhere.

WITHOUT an email it is not possible to access to smartphones, or is it possible to access on many websites.

## 5.2 How to create an email

Step 1. Select a website that provides email services: e.g. google.com

Step 2. Find out where you can sign up and click on **create an account**

Step 3. Follow all the instructions on the form and fill in all mandatory information (mandatory information usually has an asterisk symbol\*)

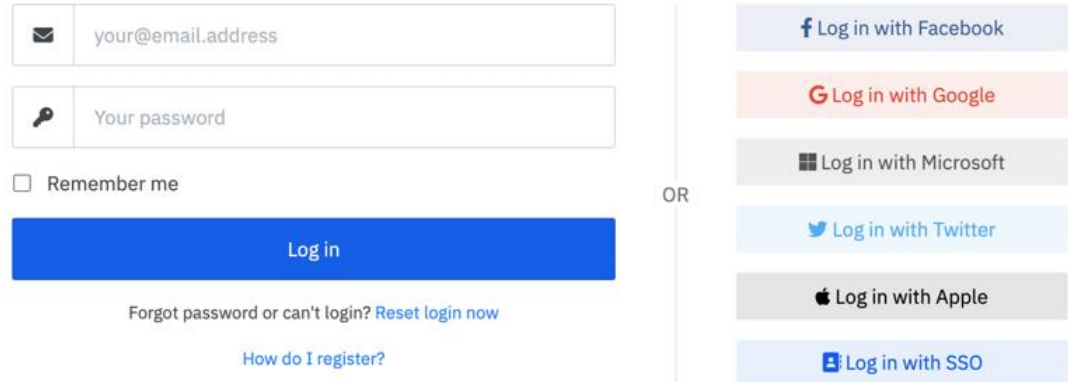
→ in the creation of your email address we suggest to use a combination of your name and surname: e.g

[mariorossi@gmail.com](mailto:mariorossi@gmail.com)



## 5.3 How to use an email account or other accounts

in many apps we can access by connecting them directly to our accounts - which is very convenient.



The screenshot shows a login interface. On the left, there are two input fields: the first contains an email icon and the text 'your@email.address'; the second contains a key icon and the text 'Your password'. Below these is a checkbox labeled 'Remember me'. A large blue button labeled 'Log in' is positioned below the password field. Underneath the button, there are two links: 'Forgot password or can't login? [Reset login now](#)' and '[How do I register?](#)'. To the right of the main form, separated by a vertical line and the word 'OR', is a column of social login buttons: 'Log in with Facebook', 'Log in with Google', 'Log in with Microsoft', 'Log in with Twitter', 'Log in with Apple', and 'Log in with SSO'.

## 5.4 What are applications or apps?



Apps are packets of information with which we interface to do a series of actions.

Apps are developed and tested software found on a series of spaces called 'app stores'.

For Android users, the app store is called 'play store', for iOS/apple users, 'Apple store'.

It is important to check the reviews before downloading an app. Try to avoid apps that have lots of bad reviews.



## 5.5 What are applications or apps?



Google's Android and Apple's iOS are operating systems used primarily in mobile technology, such as smartphones and tablets.



## 5.6 add a PIN to access your devices



it's always good to have a pin to restrict access to your phone.  
Do not use 1234!

on the latest generation smartphones it is possible to add your fingerprint or face recognition

## 5.7 Hotspot



no internet!

what can we do?

## 5.8 NFC



NFC allows to exchange data between two devices at close distance. Is the technology that underpins contactless payments.

It is so widespread that it is no longer necessary to have credit/debit cards with you, but only the phone



## 5.9 A QR code?



**QR code** looks similar to barcodes but have a square shape

Most of the latest generation phones have QR recognition via their own camera app.

Otherwise, you can download an app to scan any QR.

Could you scan this QR?



## 5.10 Other useful functions on our smartphone



what other features do you know?

- bluetooth
- flight mode
- wallet
- geolocation
- battery optimization

## 5.11 Cloud backup



What happens if you lose your phone? What if the phone falls and breaks?  
Data may be lost! :(

So, it is fundamental to have a 'place' where to have all your data.

Like a kind of small island that only you can access



**google drive (basic version). google one payment version.**



**icloud (space depending on your purchase plan)**



## 5.12 Why using cloud services?



A cloud service allows you to save your data beside any incident!

This way, all our data is like a kind of package that we can move from one device to another without losing anything, and in complete security.

# Thank you!



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