

# e-leisure activities

#### **Teaching resources**

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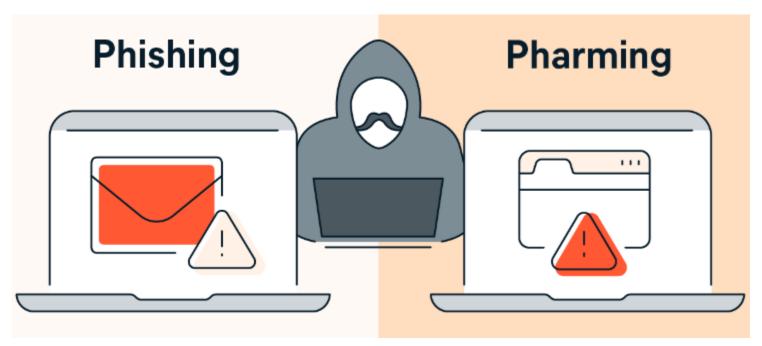
# 1. Introductory activity

#### 1.1. Discussion

- Have you ever received a suspicious email? (e.g claiming you have won a major prize or are at risk of losing access to your account)
- Share a similar experience with the people next to you
  - What are you afraid of when you surf the Internet?
  - How do you deal with suspicious emails?
  - What security measures do you take when you **surf the Internet**?
  - What security measures do you take when you check your email?











#### **Phishing**

Mainly carried out through the use of fake emails. This is an attempt to trick people into visiting malicious websites by sending emails or other messages which pretend to come from banks or online shops.

#### **Pharming**

An online scam that involves directing people to fraudulent websites that mimic authentic websites. Information appears legitimate so users are tricked into sharing sensitive information.





#### **How does Airbnb work?**

Although you can search for accommodation immediately on the website, you should remember that Airbnb is a website for renting accommodation between private individuals. Therefore, registration, verification of ID and a profile are required to make bookings.

When you register, the website asks you to create a personal profile so that potential hosts have the opportunity to find out about you and write reviews after you leave (and the other way around).





With Airbnb you can send the hosts a message if you have any questions about the accommodation. With some hosts you can book immediately, while with others you first have to submit a request for approval.

Airbnb has a cyber security department that ensures the safety of all parties involved in the transactions. Therefore, communication with hosts and payments are always made through the Airbnb website (confirmation messages are sent by email).





#### **3.1.A** Step by step:

- 1. J.O. goes to the official AirBnB website to search for a house in Menorca.
- 2. He searches and **finds** a suitable **accommodation** and **starts a conversation with the host**, whose name is **Emilio**.
- 3. J.O. follows the instructions on the official website. He receives several emails from the official Airbnb account confirming his interest in the house and its availability. At this point he has not paid anything yet.





- 4. Emilio tells J.O. that he is having problems with the platform and **asks for J.O.'s private email account to provide him with information about the house**, its location, etc.
- 5. J.O. receives an email from Airbnb with a form for the payment and proceeds to pay for the accommodation.
- 6. As soon as the transfer has been made, J.O. receives a confirmation of payment and all information about the accommodation.

it-reservation.online dern Five Bedroom home with pool for Sat, Jul 29, 2017 - Sat, Aug 12, 2017

Airbnb

Para:

Responder a: contact@submit-reservation.online Customer invoice for reservation 43C844

#### (airbnb

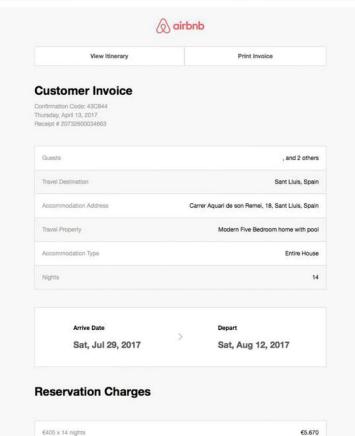
#### Hi -

Pack your bags—you're going to Sant Lluis!

Emilio has confirmed your request at Modern Five Bedroom home with pool. Please review the details of your trip and contact your host to coordinate check-in time and key exchange.







https://elpais.com/elpais/2017/06/20/paco\_nadal/1497912545\_734848.html

Cleaning fee

€750

€0





#### 3.1.B Brainstorming

Did J.O. make a mistake?

At which step did he make the mistake?

What is this phishing or pharming?





#### 3.1.B Brainstorming

Step number 4 is where it all goes wrong. J.O. does not doubt Emilio's intentions and ends up giving him his personal details (private email address) and a direct contact to bypass the security of the Airbnb platform. From that moment on, the scammer (Emilio) assumed the identity of Airbnb and sent J.O. all the steps that would have been usual for a booking through the platform, with emails that looked exactly like the real ones.





#### 3.1.B Brainstorming

- J.O. was swindled out of € 6,700 (real case in Spain 2017)
- J.O. became suspicious when he realised that the address (accommodation) Emilio gave him did not exist. He wrote to Airbnb to confirm the address (Airbnb's official email address) and discovered that he had been scammed. When he complained to Airbnb, they confirmed that they could not intervene as the payment was made outside the platform.





Remember: Never transfer money outside of Airbnb or share your email address before a booking has been accepted. If someone emails you asking you to pay or accept payment outside of Airbnb, you should contact Airbnb immediately.





### 3.1.B Brainstorming

What safety	precautions	should J.O.	have taken?
vviide Saice	Piccaations	Jiloulu J.O.	Have taken.

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#### 4.1. Secure URL

Look at the URL of the web page - does it start with http or https? When a URL starts with https://, it means that the connection is secure. Almost all major websites, especially those that handle personal information, protect their data with an https connection. If a URL only includes http, the connection is not secure and the page may not be secure.



If you see an address like "airbnb1.com" or "airbnb-bookings.com," don't enter your information.

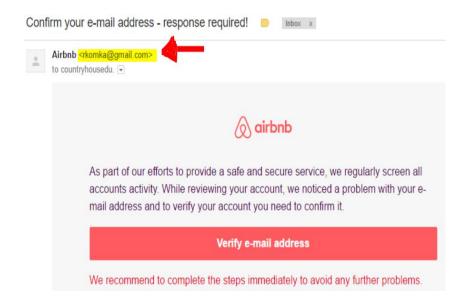




#### 4.1. Payments outside the Airbnb platform

If you receive a message from a host asking you to pay through another (non-Airbnb) app, bank transfer, or another website, it's a scam.

Look for the signs of a phishing email, including misspelled words, grammatical errors and threatening or urgent language.







#### 4.1. Payments outside an official platform

This can also be applied to other online hotel booking websites such as BOOKING.COM or HOTELS.COM or a hotel's official website.

In addition to the URL address, there are other important elements to look for on a website to make sure it is not a fake twin:

 contact details (for example, make sure the e-mail address has its own domain, e.g. info@hotelname.com and not info@gmail.com).





#### 4.1. Too good to be true

A price that is "**too good to be true**" is a big warning sign that you should not ignore. It could mean that the accommodation does not match the description or that the place does not exist at all.





#### 4.1. 2FA (Two-Factor Authentication)

When you sign in to Airbnb from a **new device** you may **be asked to confirm that it's really you.** You might have to **enter a security code sent to your phone or email, or verify some of your account details**. You might also receive an account warning if someone tries to access your account.

(airbnb

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Countryside





#### 5. Exercise

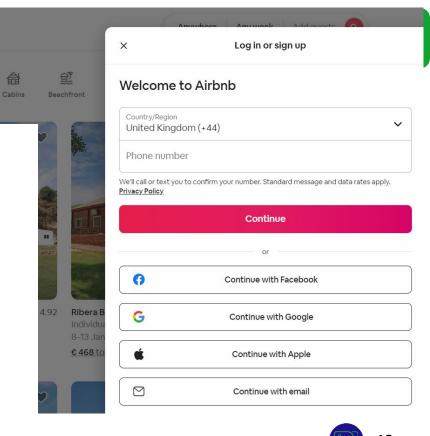
#### 5.1 Create an Airbnb account

- 1. Go to airbnb.com
- 2. Click **Sign Up** or download the mobile app and follow the instructions.

You can sign up with any of the following:

**Email address** 

Phone number





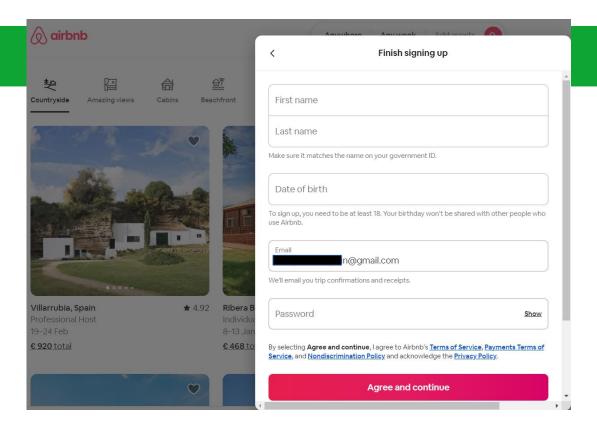


# 5.1 Create an Airbnb account

At a minimum, Airbnb needs your:

- Full name
- Email address
- Confirmed phone number

(Follow steps)



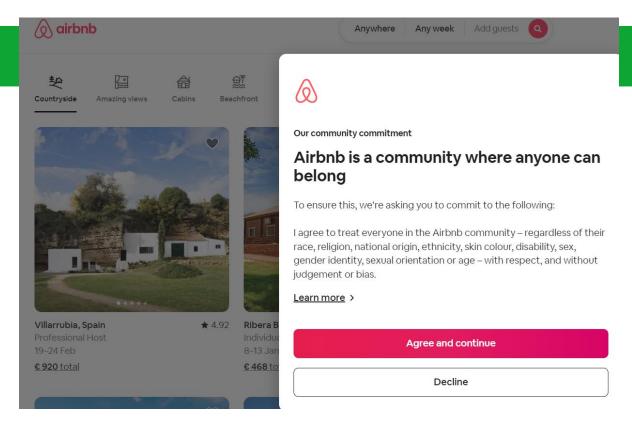




# 5.1 Create an Airbnb account

Agree to the code

of conduct and terms of use.



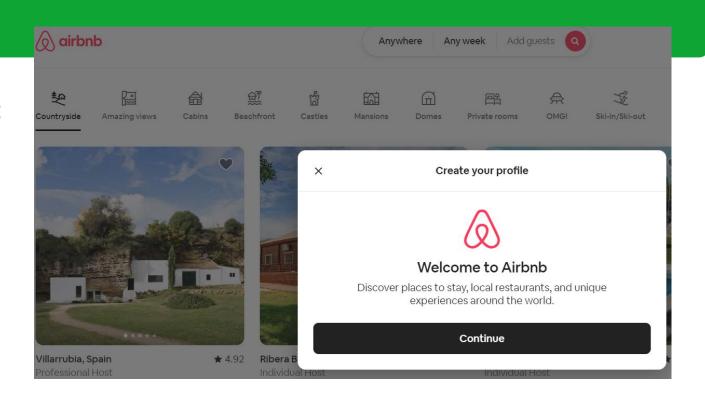




# 5.1 Create an Airbnb account

Follow the steps and

create your profile.

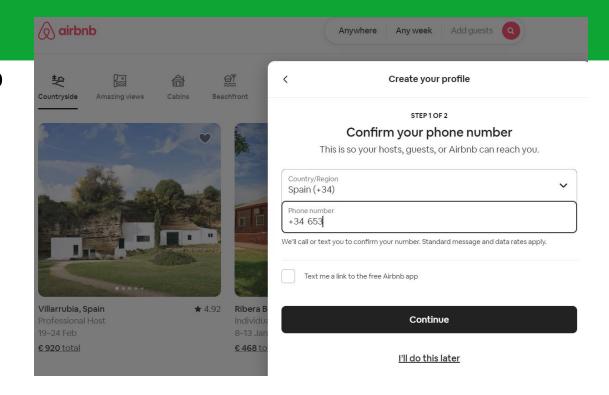






# 5.1 Create an Airbnb account

**2FA:** Confirm your phone number to receive a security message



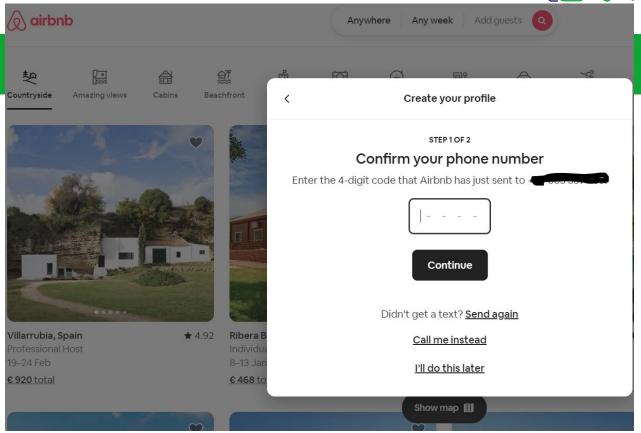


#### **Digequal**

#### 5. Exercise

# 5.1 Create an Airbnb account

**2FA:** Enter the code sent to your phone and verify your identity

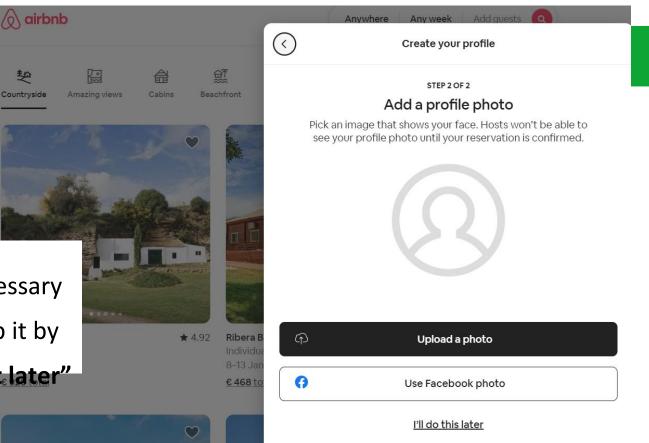






# 5.1 Create an Airbnb account

This step is not necessary at the moment, skip it by clicking on "I'll do it later"



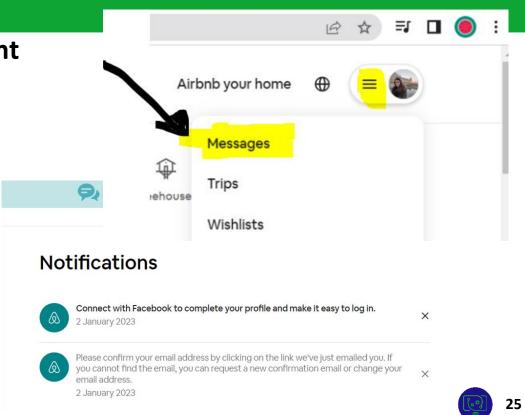




#### **Exercise**

#### 5.1 Create an Airbnb account

Go to the top right corner and click on the button (three **horizontal lines).** Then click on "Messages". Then look for an airbnb email on your email mailbox.





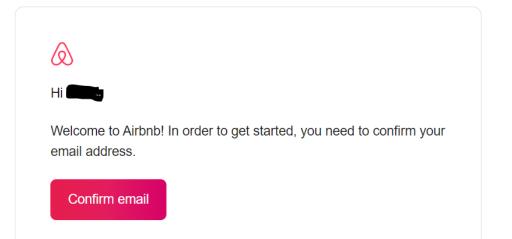


#### 5.1 Create an Airbnb account

Please confirm your email address Recibidos ×



16:40







#### 5.1 Create an Airbnb account

Check for official Airbnb domains. Legitimate emails from Airbnb will only come from the following domains:

- @guest.airbnb.com
- @host.airbnb.com
- @noreply@gemailserver.com
- @outreach.airbnb.com
- @research.airbnb.com

- @supportmessaging.airbnb.com
- @airbnb.zendesk.com
- @e.airbnb.com
- @express.medallia.com
- @ext.airbnb.com

- @airbnb.com
- @airbnbaction.com
- @airbnblove.com
- @airbnbmail.com
- @supportemail.airbnb.com

If it's not sent from one of these addresses, it's not from Airbnb.







# 5.1 Create an Airbnb account

Click on "Confirm email".

Repeat this step and you are ready to go.

Confirm your number	
Enter the code we sent over SMS to	
More options Continue	





# 5.2 Deactivate account



Go to the top right corner and click on the button (three horizontal lines). Click on "Account" Then click on "Login & security", scroll down and click on "Deactivate".

Account > Login & security

# Login & security

LOGIN

# Thank you!



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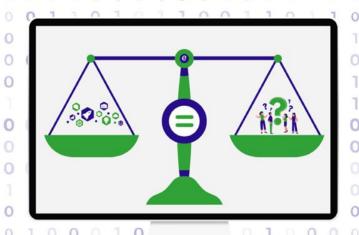
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# E-leisure activities

**Teaching resources (Activity 2)** 

**Developed** • by Dom Spain

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# 1. Introductory activity

#### 1.1. Discussion

When travelling, how did you use to find and/or book an accommodation (either for work or for holidays)?

Is it easier to go on holiday now?

**Is it safer** to find accommodation now?





	Online	Analogue
Convenience	The Internet has <b>no timetables</b> and is independent of human customer service workers	
<b>Options available</b>	Endless	
Discounts and good deals	On the Internet there are platforms that allow you to <b>compare prices</b>	
Cancellations	You have control over your booking (most of the time, or you can access as an extra service)	
Bad experiences	<b>You can avoid them.</b> All the major booking platforms offer customer reviews.	





## 3. Brainstorming

#### 3.1.A Booking vs. Airbnb

Airnbnb.com. It manages accommodation rentals between **private individuals** and allows you to **book a private room, apartment or a house** for your holiday



The largest booking site in the world: Booking.com. It has **the biggest choice of hotel accommodations** around the world.

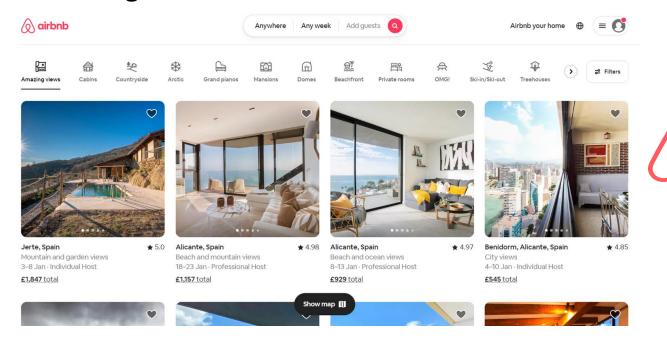






# 3. Brainstorming

## 3.1. Booking vs. Airbnb





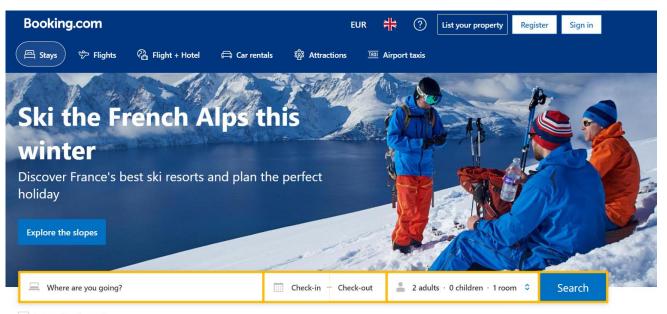
airbnb





# 3. Brainstorming

## 3.1. Booking vs. Airbnb



# **Booking.com**







# 3. Brainstorming

#### 3.1.B Scenario

A family of 7 wants to go to the beach (2 parents + 3 children + 2 grandparents)

What would be the **best accommodation** for them?

According to this, which website would be the best to find their accommodation?

What important data do we need to have before we start our search? E.g.

- Destination
- Date of the trip

- .....





### 4. Demonstration

## 4.1. Step by step

- A) Go to your **browser** (Google Chrome or Microsoft Edge)
- B) Type "Airbnb" or "Booking" in the address bar
- C) Look for the web address (in green) in the list of options. Make sure it is the official website
- D) Check if the **web address** you clicked on **corresponds to your country**. In other words, check the country domain extension (.es , .it, .gr)
- E) Once inside the website, introduce the following information: destination, date (check-in and check-out) and number of travelers and click on "Search"
- F) **Filter the information according to your needs** (Airbnb: Show results; Booking: Search)

7 guests

Countryside

GRÀCIA

EIXAMPLE Bar £34

SANT ANTONI

SANTS-MONTJUÏC



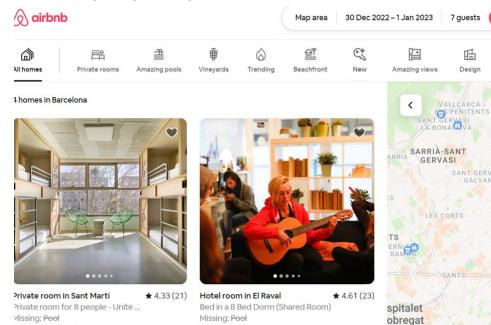
Professional Host

£392 night · £783 total



#### 4. **Demonstration**

## 4.1. Step by step



Professional Host

£442 night · £884 total

Carefully review the following for each listing:

- Description
- **Photos**
- Reviews
- House rules
- **Amenities**
- Cancellation policy

Source: airbnb.com

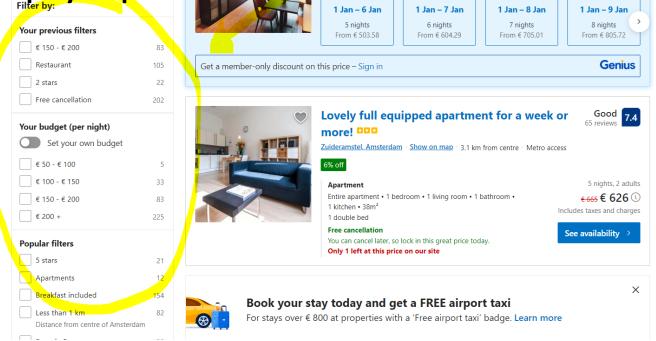






## 4. Demonstration

4.1. Step by step







## 5. Exercise

- 1) A couple is looking for a **cheap** but romantic **hotel near the**"Sagrada Familia" in Barcelona. The maximum amount they can pay
  for accommodation is 200 EUR (Saturday and Sunday). They would
  like a parking space for their car and preferably a place with a pool.
- 2) A group of **5 friends** are looking for **group accommodation** (large holiday home) **near the beach on the "Costa Brava" in Catalonia,** Spain. **One of them uses a walking stick**, so a single storey building or a place with a lift would be best. The maximum amount they can pay **per night is 150 EUR (7 nights).**





### 6. Evaluation and Reflection

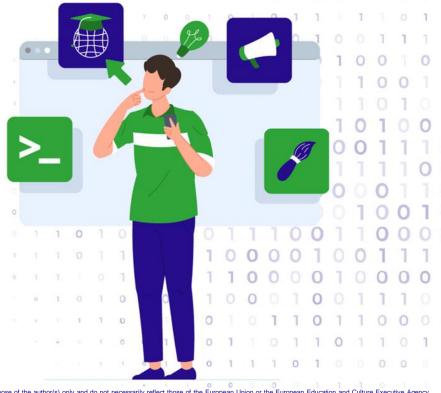
- Were you frustrated when you used the tools? Was it difficult to use them?
- Would you consider using these tools on your next holiday?
- In your own words, what do you think of these kinds of websites in general?



# Thank you!



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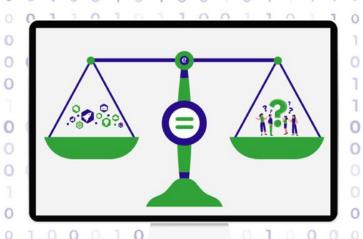
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# E-leisure activities

**Accessibility and add-ons** (Activity 3)

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## Introduction

## What is web accessibility?

Before answering this question, look at the following examples:

Screen view against bright sunlight



How about reading this text:







# 1. Introducing Web accessibility



## What is web accessibility?

Web accessibility means that websites, tools, and technologies are designed and developed so that people with disabilities can use them.

More specifically, people can:

- perceive
- understand
- navigate
- interact with the Web
- contribute to the Web





# 1.1 Web accessibility key features

# Accessible websites main characteristics:

- Good colour contrast
- Understandable content
- Keyboard functionality
- Audio and video captions
- Text alternatives for images



#### **Essential for:**

People with visual, hearing, motor impairments and learning and cognitive disabilities.

#### **Useful for:**

People with temporary and situational limitations (broken arm, bright sunlight, noisy environment, slow internet, older technologies etc.), older people, people with low literacy or non fluent in the language.

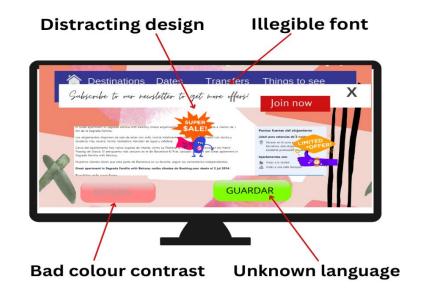




# 2. Accessibility compliance failures

Although most big brands do their best to be accessible and to adapt their website features to users' needs, many websites sometimes fail to meet the most important accessibility requirements:

- good colour contrast,
- responsive website (adapts to screen size), readable fonts,
- video subtitles and text alternatives for images,
- keyboard functionality etc.







# 3. Improving accessibility on the user's side

# Browser and platform settings:

- Increase font size
- Zoom
- Use high contrast mode



#### **Browser extensions:**

These programmes add custom features to the main browser, such as:

- Dark mode
- Different fonts
- Zoom
- Spell checker
- Translator
- Remove advertisements etc.





## 4. Bowser settings

You can adjust some of your browser settings to suit your needs by clicking on the 3 dots in the top right corner and selecting "Settings" in a pop-up window.





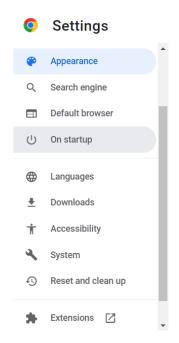


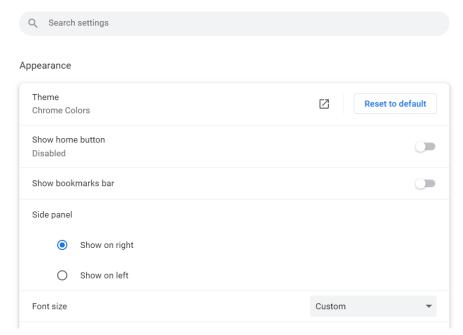
# 4.1 Browser settings

## **Browser settings:**

A new window with different setting options will be opened. Those that might be useful for improving the accessibility features are:

- Appearance
- Language
- Accessibility









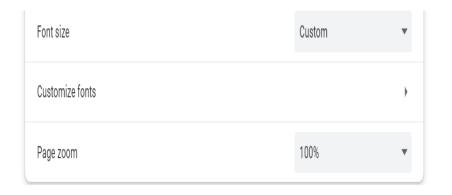


# 4.2 Browser settings – try it out!

#### **Exercise:**

Open any page (e.g. <u>www.hotels.com</u>) → Go to

Browser settings → Appearance → Click on different options: Font size (try all of them); Customize fonts (try out the options you get on that page) and Page Zoom and observe the changes on the settings page as well as on the initial one.



Another easier way to zoom the page is clicking on the 3 dots in the browser in and going directly to Zoom option in a drop down window.





#### 5. Browser extensions

The browser's setting options are quite limited and often not sufficient to improve web page navigation. **Browser extensions** can be very helpful here. The symbol for them can be found to the right from your browser command in a form of a tiny **puzzle piece**:





You may have used **Google Translate** to translate some words into another language. The Google Translate extension goes even further: once you have installed it, clicking on the extension's button automatically translates the entire web page into any language supported by Google Translate. An easy way to improve accessibility of a website in an unknown for you language!







# 5.1 Browser extensions – let's practice!

Let us now go to an official website of a hotel in Germany: Pentahotel Leipzig

The website is available in 6 languages, but you are not fluent in any of them. It might be difficult to book a room and find out all the necessary information about the hotel and its services. But now we know what to do: use a Google Translate extension! Follow these steps and have the page translated into your language (if it is available in your

language, try translating it into Polish):

**Step 1**: Search for Google translate in Chrome Web Store and install the extension.

Step 2: Check whether a little icon appeared in your browser toolbar (if not, then click on the extensions icon, search for this extension and pin it)

















aonfhkkikfgjllcleb/... 🛱 Extensions



Color Contrast Analyzer

Color Enhancer

These extensions don't need to see and change information

Accessibility - A Powerful Web Ass.



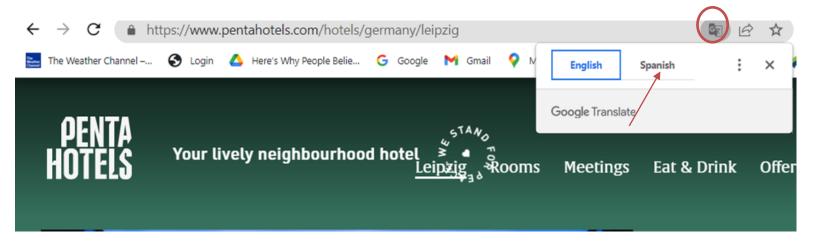




# 5.1 Browser extensions – let's practice!

**Step 3**: Go to the mentioned hotel website: Pentahotel Leipzig

**Step 4**: Click on the extension icon and click the language you want the page to be translated to (usually your native language).

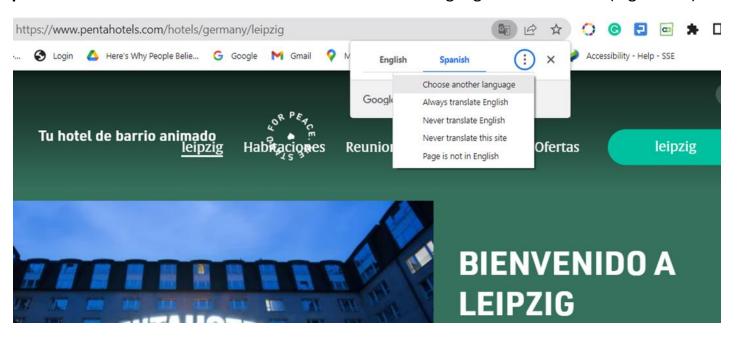






## **5.1** Browser extensions – let's practice!

**Step 5**: Click on the 3 dots in order to choose some other language to translate to (e.g. Polish).







### 5.2 Browser extensions: A Powerful Web Assistant

This is a great free tool to add to your browser that will customise navigation to your needs with the following features:

- Font adjustment allows to change the font as well as its boldness;
- Animation toggle allows to switch off all the annoying animation on the webpage;
- Colour contrast allows you to change the default background, text and link;
- Text to speech allows to read out loud the hovered text with more than 200 voice settings;
- **Tints and overlays** an overlay ruler that allows easily following the text on the screen and blocking out distracting content.

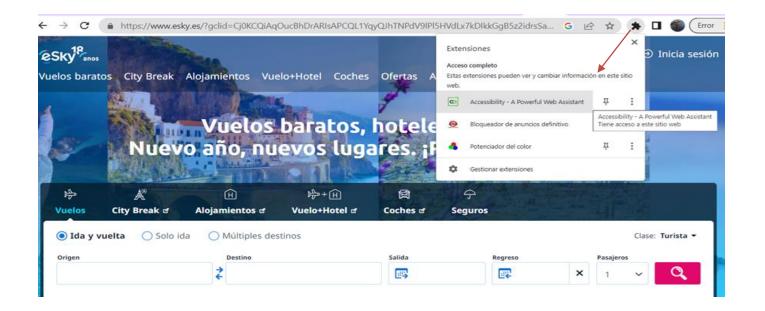






#### 5.2 Browser extensions: A Powerful Web Assistant

Let us try out some of the features of - A Powerful Web Assistant tool. As usual, we first need to install it from the Chrome Web Store. Once we have added it, we are set.

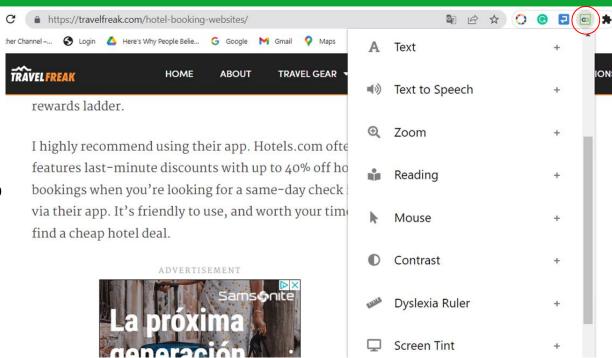






### 5.3 A Powerful Web Assistant: exercise

- Open any web page you want (it's better if it has images and colours);
- Click on a tool icon in the top right corner of your browser
- Try all the options in a drop down window:
  - Text
  - Zoom
  - Mouse
  - Contrast
  - Animations
  - Images

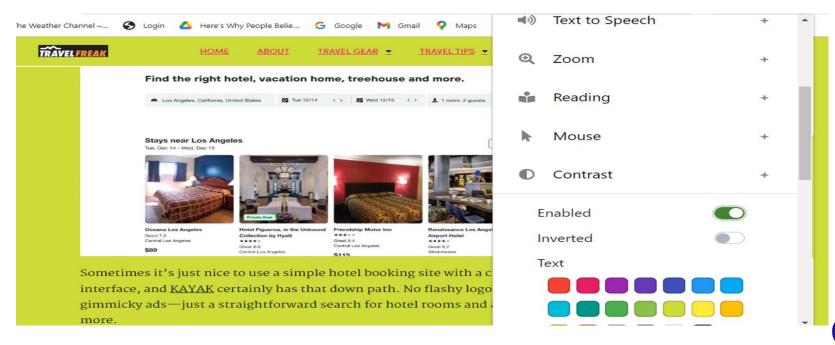






### 5.3 A Powerful Web Assistant: exercise

Click on a "+", enable the tool and observe the changes it produces on a page:







## **5.4 Browser extensions: Ultimate Ad Blocker**

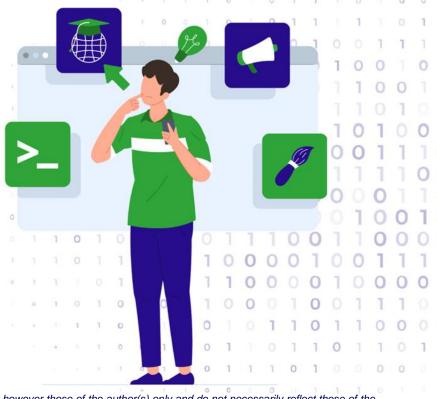
Let's try out another useful tool — **Ultimate Ad Blocker.** It's a free tool that allows you to block ads, banners, pop ups, pre rolls and other ads on various websites. It is very easy to use. After you install the extension like the ones before, turn it on by clicking on the symbol in the top right corner of your browser, refresh the page and watch how the page is now free of ads.

© Extensions Q Search extensions		
	← 🚇 Ultimate Ad Blocker	
	Off	
	Description Blocking Ads on World Wide Web!	L
	Version 1.4.1	
	Size 39.3 MB	
	Permissions  Block content on any page	

# Thank you!



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