

Digital Foundations

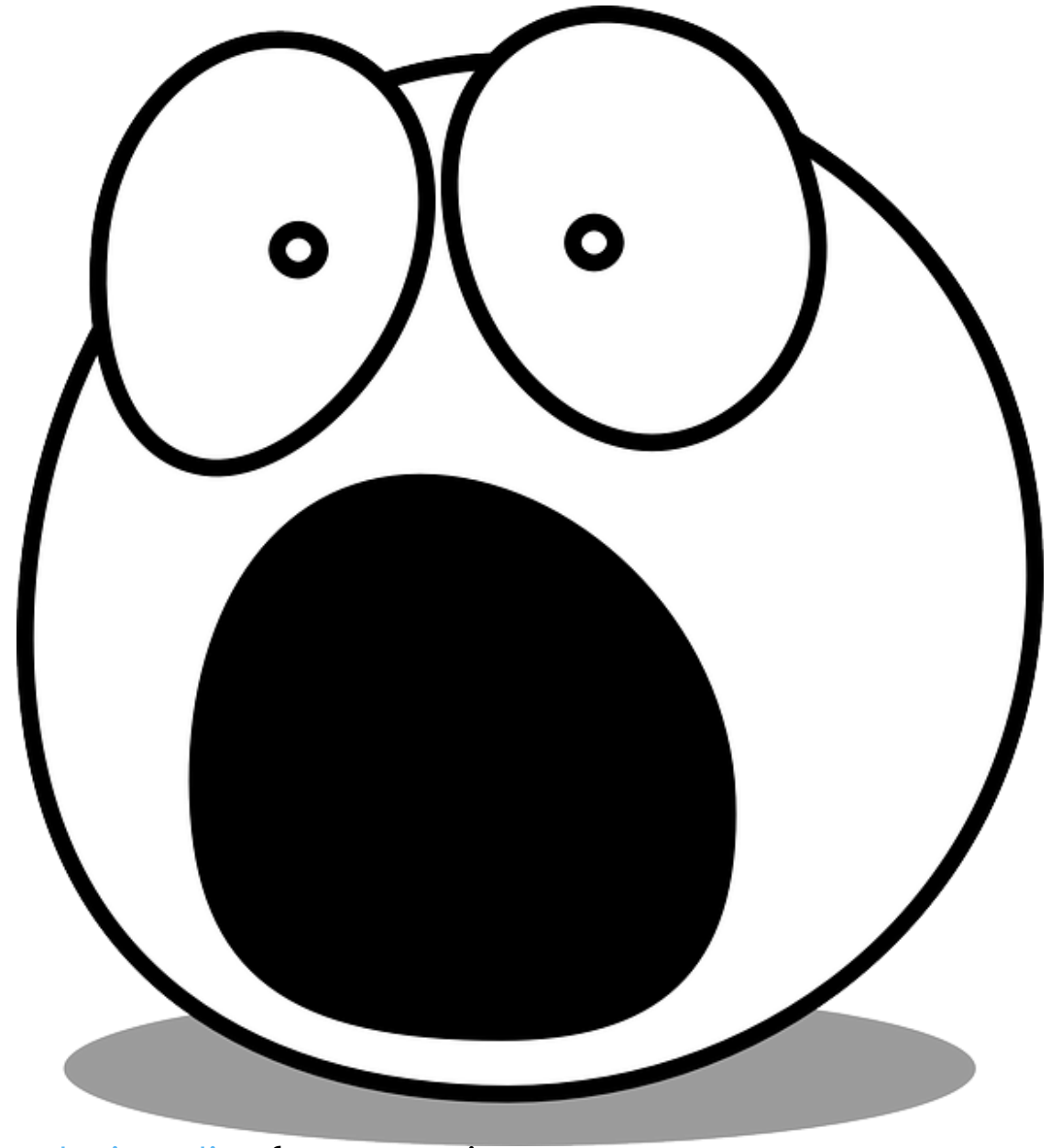
With
Refugee Council



superhighways
harnessing **technology** for **community** benefit



Let's play 'My
biggest
digital
nightmare



[Photo from Pixabay](#). See our [free photo websites list](#) for more images you can use



1



Storing my files
and sharing them

2



Keeping my
data safe

3



Creating or
editing a website

4



Communications

5



Using personal
emails for work

6



Hardware
e.g. laptops



Small charities and community groups will have the **digital skills** and **tech infrastructure** they need to run their organisation and amplify their impact





What devices, software and online tools we can use.
And how can they all fit together into a simple system?



Partnership and funder

Five year partnership programme:

- ✓ Refugee Council
- ✓ HEAR Equality and Human Rights
- ✓ Voice Online Communities CIC





superhighways

harnessing **technology** for **community** benefit

Cyber security basics:

An introduction to
cybersecurity for everyone



Some context about Cyber Attacks

Question:

In the annual DCMS survey 2023, what percentage of charities reported having a cyber security breach in the last 12 months?

24% 30% 56% 76%



Cyber security breaches survey 2023

Published 19 April 2023

Type of breach or attack in the last 12 months	Businesses	Charities
Phishing attacks	79%	83%
Others impersonating organisation in emails or online	31%	29%
Viruses, spyware or malware (excluding ransomware)	11%	9%
Hacking or attempted hacking of online bank accounts	11%	6%
Takeovers of organisation's or users' accounts	9%	5%
Denial of service attacks	7%	7%
Ransomware	4%	4%
Unauthorised accessing of files or networks by staff	2%	4%
Unauthorised accessing of files or networks by outsiders	2%	2%
Unauthorised listening into video conferences or instant messages*	0.5%	1%
Any other breaches or attacks	4%	4%

[Visit the full report](#)



Data protection – GDPR principles

1. Process lawfully, fairly and in a transparent manner
2. Collect for specified, explicit and legitimate purposes
3. Only keep what is adequate, relevant and limited to what is necessary
4. Store accurate information and keep up to date
5. Retain only for as long as necessary
6. Process in an appropriate manner to maintain security



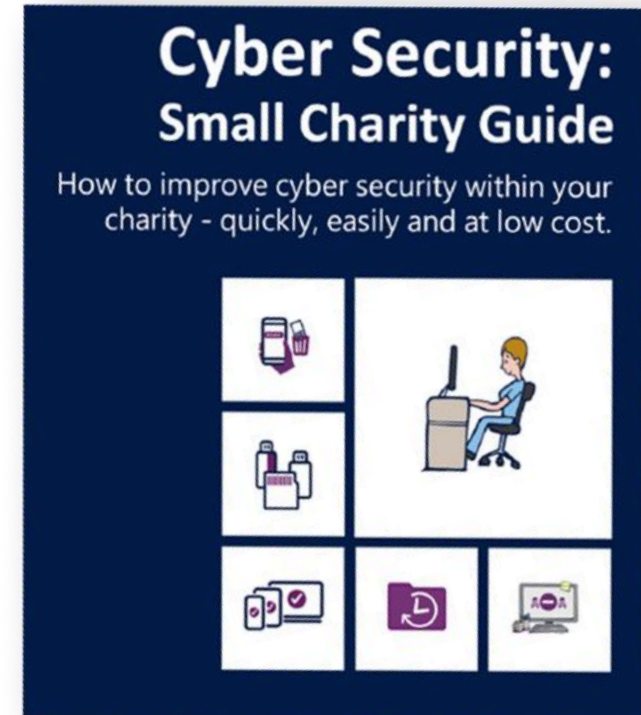
What can you do to protect your charity?

The National Cyber Security Centre's 5 quick, simple, free or low cost steps

1. Backing up your data
2. Protecting against malware
3. Securing your mobile devices
4. Password best practice
5. Avoid phishing attacks

[Download the full guide](#)

[Download the infographic](#)



Passwords: protecting our accounts & devices

- ✓ Emails

- ✓ Files

- ✓ Databases / CRMs

- ✓ Microsoft 365

- ✓ Websites

- ✓ Social Media

- ✓ And more!

- ✓ Phones

- ✓ Tablets

- ✓ PCs & laptops

But also

- ✓ Firewalls

- ✓ Routers

- ✓ Servers



How long does it take to crack this password?

QwErTy987123!

15 seconds

45 minutes

10 hours

6 days

CoffeeTinyFish#9

6 days



Secure passwords

- ✓ Current advice from the National Cyber Security Centre
 - ✓ Use 3 random words
 - ✓ Ideally over 16 character
 - ✓ Add punctuation or numbers as necessary
 - ✓ Don't bother with substituting numbers/punctuation for letters (the hackers know about this 😊)



Secure passwords

- ✓ Current advice from the National Cyber Security Centre
- ✓ Use different Passwords for each login
- ✓ You can store Passwords in an up-to-date Browser (Chrome, Edge, Safari, Firefox)
 - ✓ Make sure you always log out!
 - ✓ Ideally behind Hello
- ✓ Use a Password Manager (Dashlane, Lastpass)



Multi (or Two) Factor Authentication

- ✓ Have you had to sign in to a website or service that requires two factor authentication?
- ✓ Describe the experience.
- ✓ What are the advantages and disadvantages of using two-factor authentication?





[Two Factor Authentication \(captioned\) Explained by Common Craft \(VIDEO\)](#)



Why use Multi Factor Authentication?

- ✓ Microsoft states that using MFA with Microsoft 365 reduces your likelihood of being hacked by:

99.99%



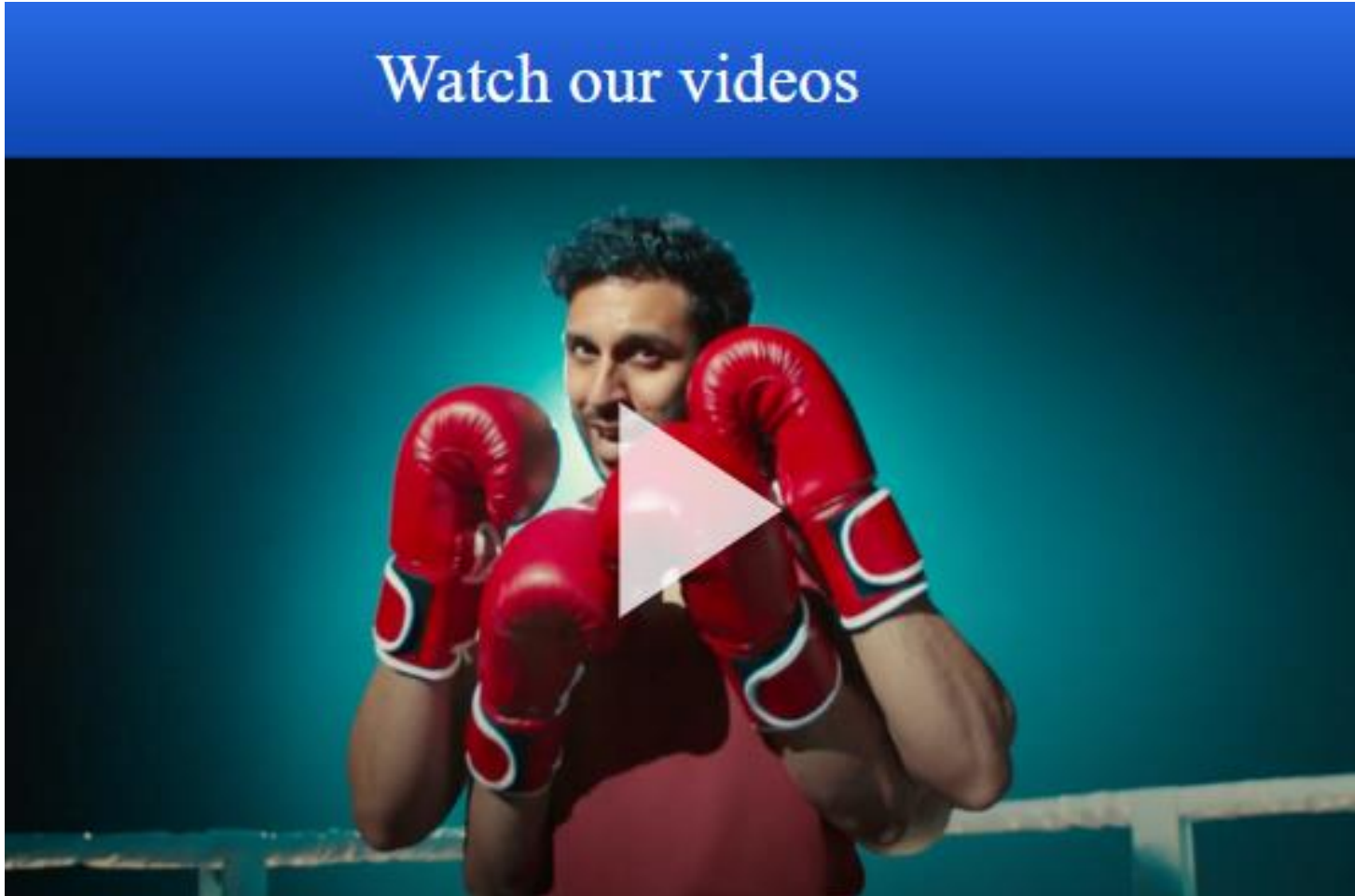
Type of Multi Factor Authentication

- ✓ Hardware tokens, e.g. Token2, Yubico, and RSA
- ✓ Biometrics, eg, fingerprint, iris, face
- ✓ Authentication Apps, e.g. Google or MS Authenticator
- ✓ SMS or Email



Quick Summary from the NCSS

Watch our videos



PINs, passwords and biometrics

- Switch on PIN /password protection / fingerprint recognition for all devices
- If using Windows laptops – new installations use the **Windows Hello** feature, where you choose a PIN specific to that device and with single sign on, signs on to your Office 365 account. But it can't be used to sign on another device. (See [Why a PIN is better than a password](#))



Key takeaways

1. **Switch on password protection** – where this not enabled by default
2. **Change all default passwords** – to mitigate against ‘open door’ access
3. **Avoid predictable passwords** – have an organisational password policy, implementing NCSC’s 3 random words plus a number and symbol
4. **Use two factor authentication** – where available for the tools you are using
5. **Individual accounts for everyone where possible** – easier to control authorised access Remember to block accounts / change passwords when people leave your organisation



What is Phishing?

- ✓ A scam in which a criminal impersonates a trusted online organisation, sending fake emails to thousands of people to trick them into handing over important sensitive information like account numbers and passwords, or containing links to bad websites.
- ✓ Scammers might try to trick you into sending money, steal your details to sell on, or send you to a dodgy website which could download viruses onto your computer or steal your passwords.





[Phishing video from CommonCraft](#)



Know the obvious signs of phishing

A phishing attack is a type of cyberattack that tries to trick users into revealing their personal or financial information. Some of the common features of a phishing attack are:

- ✓ - **A fake sender:** The attacker pretends to be someone else, such as a trusted company, a friend, or a government agency. They may use a similar email address, logo, or website to fool the user.
- ✓ - **A sense of urgency:** The attacker creates a false sense of urgency or threat, such as saying that the user's account has been compromised, that they have won a prize, or that they need to update their information immediately.
- ✓ - **A request for information:** The attacker asks the user to click on a link, open an attachment, or provide their personal or financial information. The link may lead to a malicious website that looks legitimate, the attachment may contain malware, or the information may be used for identity theft or fraud.

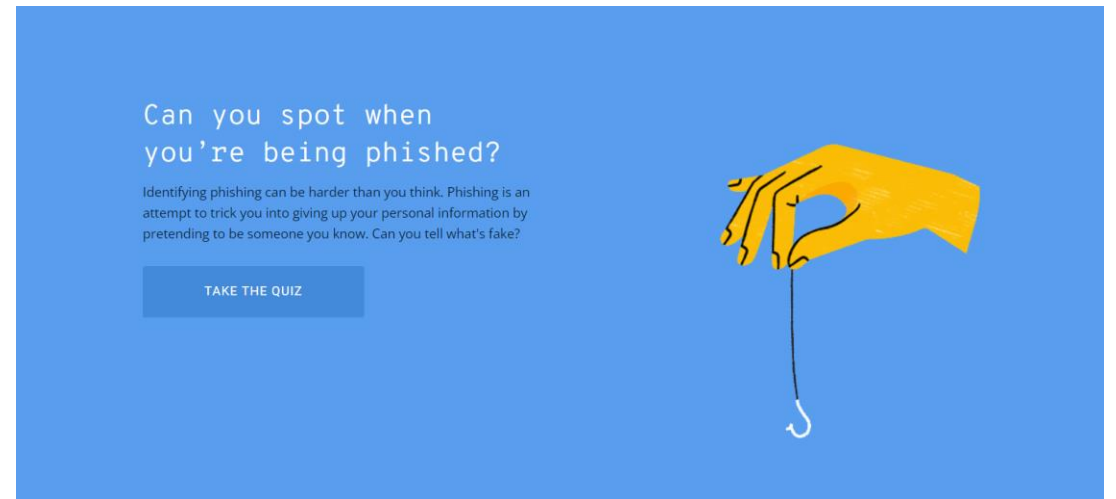


Spotting Phishing Emails

This was put together by a team from Google

[Jigsaw | Phishing Quiz](#)

Let's take the quiz together.



Backing up your data

Take *regular* backups of your important data, and *test* they can be restored. This will reduce the inconvenience of any data loss from theft, fire, other physical damage, or ransomware.



Identify what needs to be backed up. Normally this will comprise documents, emails, contacts, legal information, calendars, financial records and supporter or beneficiary databases.



Ensure the device containing your backup is not permanently connected to the device holding the original copy, neither physically nor over a local network.



Consider backing up to the cloud. This means your data is stored in a separate location (away from your offices/devices), and you'll also be able to access it quickly, from anywhere.

Keeping your smartphones (and tablets) safe

Smartphones and tablets (which are used outside the safety of the office and home) need even more protection than 'desktop' equipment.



Switch on PIN/password protection/fingerprint recognition for mobile devices.



Configure devices so that when lost or stolen they can be **tracked, remotely wiped** or **remotely locked**.



Keep your **devices** (and all **installed apps**) **up to date**, using the '**automatically update**' option if available.



When sending sensitive data, don't connect to public Wi-Fi hotspots - **use 3G or 4G connections** (including tethering and wireless dongles) or **use VPNs**.



Replace devices that are no longer supported by manufacturers with up-to-date alternatives.

Preventing malware damage

You can protect your charity from the damage caused by 'malware' (malicious software, including viruses) by adopting some simple and low-cost techniques.



Use antivirus software on all computers and laptops. **Only install approved software** on tablets and smartphones, and prevent users from downloading third party apps from unknown sources.



Patch all software and firmware by promptly applying the latest software updates provided by manufacturers and vendors. Use the '**automatically update**' option where available.



Control access to removable media such as SD cards and USB sticks. Consider disabling ports, or limiting access to sanctioned media. Encourage staff to transfer files via email or cloud storage instead.



Switch on your firewall (included with most operating systems) to create a buffer zone between your network and the Internet.

Avoiding phishing attacks

In phishing attacks, scammers send fake emails asking for sensitive information (such as bank details), or containing links to bad websites.



Ensure staff **don't browse the web** or **check emails** from an account with **Administrator privileges**. This will reduce the impact of successful phishing attacks.



Scan for malware and **change passwords** as soon as possible if you suspect a successful attack has occurred. **Don't punish staff** if they get caught out (it discourages people from reporting in the future).



Check for obvious signs of phishing, like **poor spelling and grammar**, or **low quality versions** of recognisable logos. Does the sender's email address look legitimate, or is it trying to mimic someone you know?

Using passwords to protect your data

Passwords - when implemented correctly - are a free, easy and effective way to prevent unauthorised people from accessing your devices and data.



Make sure all laptops, MACs and PCs **use encryption products** that require a password to boot. Switch on **password/PIN protection** or **fingerprint recognition** for mobile devices.



Use two factor authentication (2FA) for important websites like banking and email, if you're given the option.



Avoid using predictable passwords (such as family and pet names). Avoid the most common passwords that criminals can guess (like *passw0rd*).



Do not enforce regular password changes; they only need to be changed when you suspect a compromise.



Change the manufacturers' default passwords that devices are issued with, before they are distributed to staff.



Provide secure storage so staff can write down passwords and keep them safe (but not with the device). Ensure staff can reset their own passwords, easily.



Consider using a password manager. If you do use one, make sure that the 'master' password (that provides access to all your other passwords) is a strong one.



Storing and sharing files

- What are you using?
- What's good about your system?
- Challenges?



In breakout rooms



Resources to help you moving forward



There is lots of Software available for Charities



All your stuff safe in one place



Office is now Microsoft 365



Drive

Google Workspace



How to Register with Charity Digital



[Charity Digital – Home](#)

- Provide some basic information about your charity.
- Verify your charity status by uploading a copy of your registration document.
- Once registered, you can browse the catalogue of software products and apply for the ones that suit your needs



Microsoft Non-Profit Licensing UK

Microsoft 365 Business Basic (Nonprofit Staff Pricing)

Grant

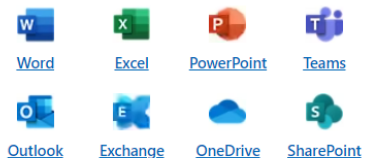
Free for up to 300 users

[Get started](#)

[Learn more >](#)

- ✓ Chat, call, and meet up to 300 attendees with Microsoft Teams
- ✓ Web and mobile versions of Microsoft 365 apps^{2,3}
- ✓ 1 TB of cloud file storage
- ✓ Business-class email
- ✓ Standard security
- ✓ Anytime phone and web support

Apps and services included^{2,3}



Microsoft 365 Business Standard (Nonprofit Staff Pricing)

£2.50 user/month
(Annual commitment)

Price does not include VAT.

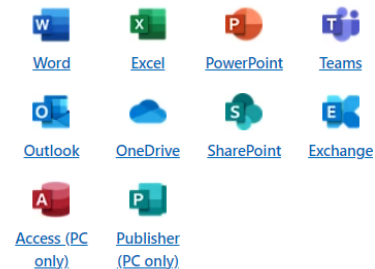
[Get started](#)

[Learn more >](#)

Everything in Business Basic, plus:

- ✓ Desktop versions of Microsoft 365 apps with premium features
- ✓ Webinar hosting in Teams
- ✓ Attendee registration and reporting tools
- ✓ Manage customer appointments

Apps and services included



Best value

Microsoft 365 Business Premium (Nonprofit Staff Pricing)

Grant

Free for up to 10 users

£4.50 user/month
(Annual commitment)

Price does not include VAT.

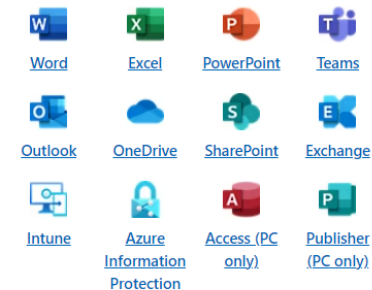
[Get started](#)

[Learn more >](#)

Everything in Business Standard, plus:

- ✓ Advanced security
- ✓ Cyberthreat protection
- ✓ Advanced device management

Apps and services included



Where to find Software

- **Community Group**
Open-Source Software, free versions of paid-for Software
- **Community Interest Company (CIC)**
As Community Group plus individual offers such as: Canva
- **Registered Charity & CIO**
Same as a CIC plus lots of donated and discounted software available from Charity Digital



OneDrive

- 2GB free
- 1 TB for paid accounts
- Access and sync files on PC or Mac and mobile devices
- Work on a file and save it directly to OneDrive or SharePoint; your changes are updated across your synced devices
- Share files with external contacts by providing access or guest links
- *Securely share documents and send emails only those with the right permissions can access*



Dropbox

Dropbox Business Standard for £51/year per user (minimum 3 users) for registered UK charities.

- 5 TB of shared storage
- 30-day file and account recovery
- large file delivery with Dropbox Transfer (up to 2 GB), 3 free eSignatures per month
- team management tools, admin console and audit log,
- remote device wipe.

Free plan with 2 GB of storage



Box

Personal:

- Free, 10GB
- sync files across devices and access them from the web or mobile apps
- share files and folders with others
- basic security features like password protection and SSL encryption.

Starter: (free for Charities)

- for teams of up to 10 users
- 100GB of storage with a file size limit of 2GB.
- advanced collaboration tools like comments, tasks, annotations, and Box Notes
- manage users and groups, set permissions



Google Drive

Personal Use 15 GB of storage space for free

- create and collaborate on documents, spreadsheets, slides, forms, and more using Google's online apps

Google Workspace for Nonprofits – free for Charities

- 30 GB of storage per user



Productivity Suites/Collections

- Microsoft 365 (The original)
- Google Workspace (main competitor of M365)
- Zoho Workplace (free plan for 5 users)
- LibreOffice (free and open-source, not SaaS)



- maybe choose an on-line service people are familiar with



Microsoft 365

The most popular productivity suite including

Word, Excel, PowerPoint, OneDrive, OneNote, Outlook, Planner, Sharepoint, Forms, Lists, Publisher and Access, which can be used across PCs, Macs, tablets, and mobiles.

[Compare Microsoft 365 Nonprofit Plans | Microsoft 365](#)



Google Workspace

Productivity suite including:

Gmail, Sheets, Docs, Slides, Forms, Contacts, Calendar, Meet, Chat and Drive for storage

[Compare Google Workspace non-profits offerings](#)



Google Workspace for non-profits

- Free – limited to 10 users
- Gmail, Doc, Sheets etc
- 100 participant video meetings
- 30 GB cloud storage per user
- Security and management controls



Google Workspace Essentials Starter

Free with using your current work email address:

- Calendar
- Drive – 15GB per user
- Docs
- Sheets
- Slides
- Meet
- Chat

Designed to be used if you already have email



Voice is a free website builder for all charity, community, not-for-profit, and voluntary groups in the UK.

[View example sites](#) or [Apply](#) for a free website and see for yourself.

[Apply for a free website](#)

[Voice](#) is a free website builder you can use.
[Apply today.](#)



Resources to get you started

1. [Voice User Groups](#) (every 2 weeks)
2. [How to guides](#) from Voice
3. [Forum](#) to ask questions
4. [Beginners](#) training guide
5. [Advanced](#) training guide
6. Training later in the year for London groups



Direct support for groups in London



Book on training

[Full training programme](#) including data topics such:

- ✓ Charts and Graphs in Excel,
- ✓ Excel introduction and managing data
- ✓ Creating presentations
- ✓ Datawrapper for charts and graphs

[Sign up for e-news](#)



Bring your Tech Day

Tuesday 27 February, Refugee Council office in Stratford.

Bring any devices you have and we'll try to resolve your issues.

Or book a one to one session to look at a digital application or software you'd like some support with.

[Book your slot here](#)



BRING YOUR OWN TECH DAY

STRUGGLING WITH LAPTOPS, COMPUTERS, TABLETS & SMARTPHONES TO RUN YOUR ORGANISATION?

- Frustrations with slow devices?
- Concerns you have a virus?
- Messages about licence activations / upgrades?
- Cameras & microphones not working?

JOIN US **Tuesday 27th February**
Choose your slot between 9.30 & 5
Venue: Refugee Council, Stratford

FIND OUT MORE & BOOK NOW

Part of Digital Foundations run by Superhighways in partnership with HEAR Network, Refugee Council & VOICE Online Communities CIC.



Resources for all



Our favourite apps sheet

Over 30 software applications to help you capture, analyse, present and share your data

[Download here](#)

Online forms & surveys



Create and publish free surveys online in minutes with **Google Forms**. View results graphically and in real time.



With **Microsoft Office 365 forms** you can easily create quizzes & surveys and see the results as they come in.



SurveyMonkey

Create and publish online surveys with **SurveyMonkey**. Basic free account does not allow export of data to Excel.



Typeform has a nice interface, offering a free plan with 10 questions and 100 responses.

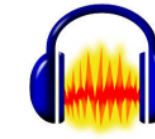
Audio



audioBoom lets you record, collate and share audio content online. Monthly cost \$9.99.



An alternative to audioBoom, **SoundCloud** also allows private storage. Publish up to 3 hours of recordings for free.



Audacity desktop software is free to download and allows you to edit your audio interviews.



Otter.ai

Convert your audio to text automatically or record straight into **Otter.ai**. 600 minutes per month free transcription time.



Excel bitesize series



Follow our self-learn Excel Bitesize series to for a clear pathway to learning essential Excel skills for data management, analysis and presentation at your small charity or community organisation.

Access the videos, step by step guides and exercises on our [Bitesize series intro page here](#).



Catalyst resources



[The Catalyst](#) network supports UK non profits use digital through a range of services including:

- [Digital Candle](#) – a free one hour advice session with a digital expert
- [Shared Digital Guides](#) – over 70 step by step guides on using digital tools shared by other non profits
- [A monthly newsletter](#) – sign up for tips and updates including free training



What does Superhighways do?

Superhighways helps small charities and community groups gain essential digital and data skills backed by the right tech to achieve their goals.



Thanks for taking part



superhighways
harnessing **technology** for **community** benefit

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