

Greenham Trust and The Good Exchange
Community Forum
Supported by Barclays Digital Eagles:
Everything you need to know about online
security and fraud

27th January 2021

10:00 am

Speakers and Panellists

1. Marina Stedman, Head of Marketing The Good Exchange
2. Helen Carlile, Systems Lead and Technical Support Manager, The Good Exchange
3. Misha Wallace, Client Support Manager, The Good Exchange
4. Louise James, Head of Grants, Greenham Trust
5. Katie Mitchell, External Digital Eagle Relationship Manager, Barclays UK
6. Ross Martin, Engagement Manager, Barclays Digital Eagles
7. Jessica Astley, External Digital Eagles, Barclays UK

AGENDA

Agenda Item	Presenter(s)
<ol style="list-style-type: none"> 1. An introduction to cybercrime 2. Your digital foot print 3. Tactics used by fraudsters – Phishing, Vishing and Smishing! 4. Common scams – Identity fraud, money mules 5. Secure passwords and password managers 6. Use of public wi-fi 7. Top 2 scams affecting charities – phishing and invoice fraud 	<ul style="list-style-type: none"> • Katie Mitchell, External Digital Eagle Relationship Manager, Barclays UK • Ross Martin, Engagement Manager, Barclays Digital Eagles • Jessica Astley, External Digital Eagles, Barclays UK
<ul style="list-style-type: none"> • Tips for keeping your online fundraising activities safe • Useful resources 	<ul style="list-style-type: none"> • Helen Carlile
<p>10. Q&A</p>	<ul style="list-style-type: none"> • Marina Stedman

Everything you need to know about online security and fraud

Barclays Digital Eagles



Tips for keeping your online fundraising activities safe

Helen Carlile



Security & Regulation on The Good Exchange

- Donations are processed directly on Barclaycard secure portal and not on The Good Exchange platform
- No financial information (Debit/Credit cards) is stored by The Good Exchange
- The Good Exchange is regulated by Financial Conduct Authority (FCA) and the Fundraising Regulator (FR)
- The Good Exchange cloud platform is hosted on secure Microsoft azure servers in UK & managed by DCSL Software who are accredited Microsoft Partners and certified.
- Cloudflare – (SSL data encryption, Firewall, DDos, BRM)



Best practice on The Good Exchange

- All users should have their own personal account – no shared logins
- Set a secure password with at least one number, one capital letter and a character e.g. & ^ % \$!
- Avoid using generic email addresses e.g. info@, accounts@, admin@
- Log out after every session & clear cookies regularly
- Organisation Accounts – should have one superuser who can add and manage users plus at least one other administrator
- To aid administration of financial matters e.g. invoicing, Direct Debit & Gift Aid a '**Finance contact**' should be added. (Activity reports etc)
- Keep your organisation information up to date: accounts/balance sheets, financial information, change of users etc.

One last thing - Do you work for, or with a school or know a school that has children working at home without laptops?

'Laptops for Lockdown Learning' Appeal and Fund

- £250K matched fund from Greenham Trust (plus other funders inc. Sovereign with £12,500 for Greenham Trust's appeal + £12,500 matched fund for other areas)
- Grants available for 'local' schools in the:
 - Greenham Trust (West Berkshire and north Hampshire)
 - Sovereign (Oxfordshire, Berkshire, Hampshire, The Isle of Wight, Gloucestershire, Devon, Wiltshire, Dorset)areas of operation
- Raising money to buy laptops for disadvantaged children
- We are looking for donations and grants to match and to extend into a wider area
- Apply or Donate here:
<https://thegoodexchange.com/laptops/>



Questions and Answers