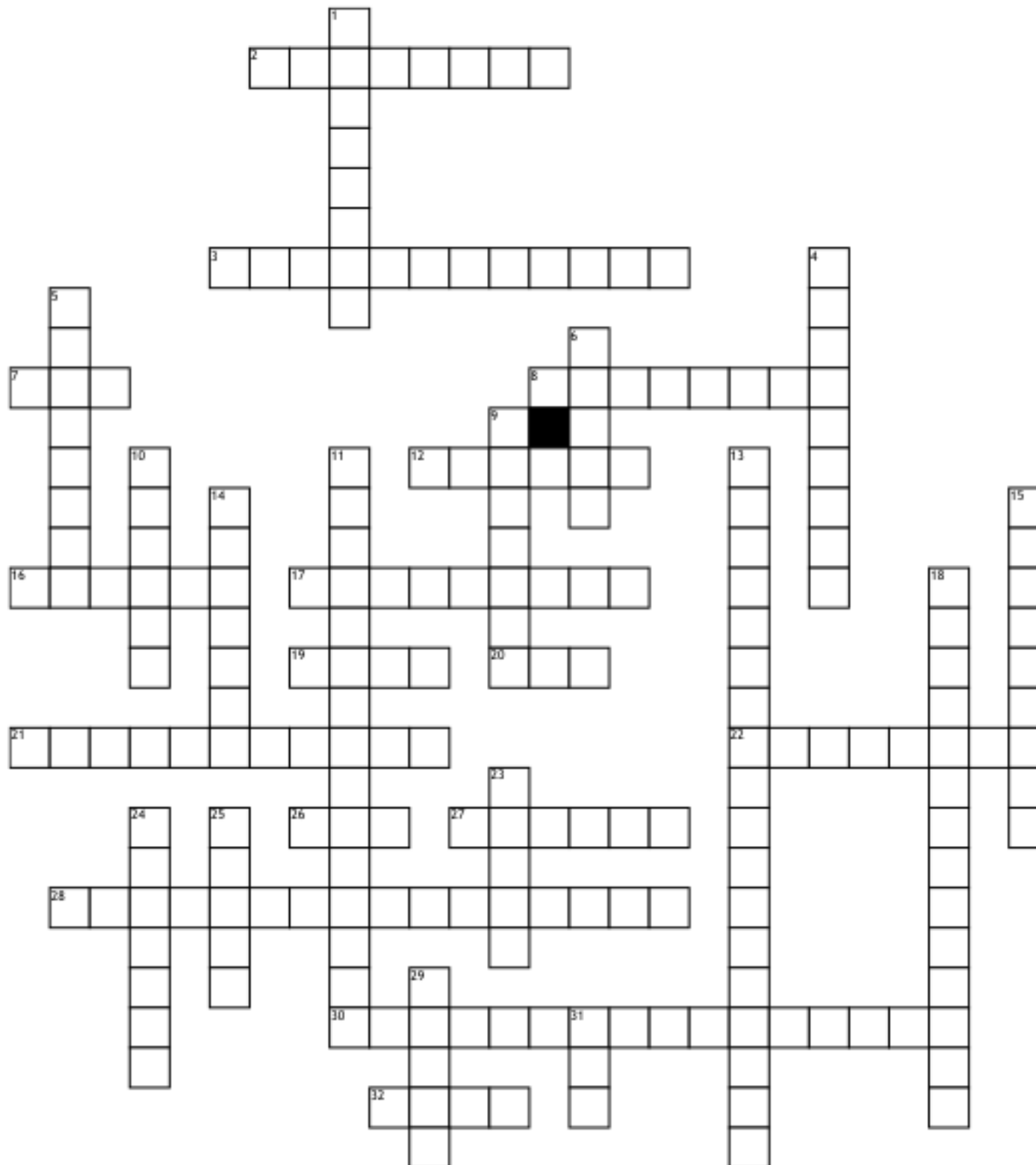


AWS TERMINOLOGY



Across

2. The attempt to obtain sensitive information. Typically carried out by a malicious email that directs users to enter personal information at a fake website whose look and feel are similar to a legitimate one.
3. Text or image on a web page that asks a customer to do something. There will be a link when selected that goes to another page where the action to take is located.
7. Also known as a web address.
8. Transferring a file from a website to your computer.
12. A host that delivers web pages to your computer.
16. To restart your computer
17. The central processing unit.
19. The communication procedure used by web browsers and web servers to transfer files.
20. The computer's virtual memory, a workspace used to handle short-term tasks.
21. type of window that opens without the user selecting "New Window" from a program's File menu.
22. Lines of computer code written by programmers that tell the computer what to do. Also known as a program or an application.
26. Internet Service Provider - the company you use to purchase your internet access.
27. Files used to track activity or pre-populate information when you visit a site again.

28. Means people with disabilities are able to use the website.

30. A search engines that searches other search engines. A meta search engine submits your query to several other search engines and returns a summary of the results. In the aa.com technical support world, this is a travel website such as Kayak, Skyscanner, FareCompare, TripAdvisor, Trivago and Hipmunk.

32. Slang name for unsolicited commercial email/junk mail.

Down

1. A network security system that monitors incoming and outgoing network traffic and decides whether to allow or block specific traffic based on a defined set of security rules.
4. Your computer's storage device.
5. The physical parts of a computer and all related devices.
6. A network hardware device that is connected to a computer to connect it to the internet or other networks. This is typically in the form of a small box that you get from your provider.
9. A program that runs on a computer for viewing internet pages.
10. A term for transferring software or other files from your computer to another computer.
11. Software used to operate your computer.

13. How fast your internet connection transmits and displays pages.

14. Outline, or map, of the pages needed for a website.

15. A unique number given when you connect to the internet.

18. A way to overlay something on top of aa.com to block users from moving forward with a transaction. We have used Akamai redirect to block the home page when we had pricing issues, such as a \$0.00 fare, to prevent customers from purchasing.

23. The user name and password you use to sign into an account.

24. A content filtering and ad blocking extension for the Google Chrome, Apple Safari (desktop and mobile), Opera and Microsoft Edge web browsers. Adblock allows users to prevent page elements, such as advertisements, from being displayed.

25. Temporary internet files stored on your computer.

29. Hypertext Transfer Protocol Secure. The same thing as HTTP, but uses a secure socket layer (SSL) for security purposes

31. Short for "application," which is the same thing as a software program. While an app may refer to a program for any hardware platform, it is most often used to describe programs for mobile devices, such as smartphones and tablets.