

Willow Valley Computer Club Newsletter

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Programs Coming to Future Computer Club Meetings

September 7

****2:00 p.m. Manor North Johnson Auditorium****

Computer Tools for Investment Management, George Zook

October 5

Willow Valley IT Update, Bob Davis

November 2

Cell Phone Photography, Ron Dillon

All programs are held in the Theater at the Cultural Center on the 1st Thursday of the month at 2:00 p.m. unless otherwise noted.

Format for Newsletter content Less technical information such as this paragraph is displayed throughout this newsletter. Actions, Warnings, Technical, Apple information* and Computer Courses* are displayed in sections at the end of the newsletter. (*new)

The President's Pen by Sid Paskowitz

Membership As of this writing, your Computer Club has 589 paid members including 378 who have signed up as Lifetime members. Please keep your email address current on Club records so we can send you important emails. **Those emails only go to Computer Club members for whom we have a good email address.** Send email address corrections or updates to our Treasurer, Charlie Trumbo at chtrumbo@gmail.com.

Ed Dahrsnin needs towers The computer rework group needs workable computer towers so they can be reworked and given to local school districts for donation to families who cannot afford a computer. Notebooks, laptops **and Apple products** are also accepted.

New Telephone System Another reminder: if you have Willow Valley phone service, you need to dial 9 + 10 digits for "local" calls in 717 **and** 223 area codes. You still dial 9 + 1 + 10 digits for long distance calls.

Renaissance Classes For some future **Renaissance** computer classes, instead of the presenter developing a presentation of material based on what the presenter thinks might be of interest to the attendees, we will be contacting class registrants and asking them to submit questions that they would like to have answered during the class. We will then set up presenters who are best able to answer those questions. We will also send emails to registrants to tell them what will be covered in the class based on the questions we receive. See the Computer Classes section.

President's Pen

(Continued from page 1)

For MAC Users Steve Lynn, head of the Mac Special Interest Group (SIG), continues to look for suggestions as to how the Computer Club can better support Mac users. If you have ideas that can help Steve formulate a plan for supporting Mac and Apple product users, please send the ideas to Steve at slynn14@wvrcresident.com. Information Central has been modified based on Steve's recommendations. The center column has a feature named **For MAC Users** and contains copies of presentations made at Mac SIG meetings and other information applicable to Apple products. Let Steve know if you have suggestions for other beneficial information links that might be added to the area **For MAC Users**. Watch the *Weekly Insider* for meetings of the Mac Sig Group.

Recycling Ed Dahrsnin and his team are accepting working computers and components for recycling, but no CRT monitors. Let Ed know if you would like to help recycle computers. Ed and his team meet on Monday afternoons at Manor North. Working in the recycling effort may also help you when you have problems. Thanks to Ed and his team, the Computer Club has given **166** computer systems to the Lampeter-Strasburg School District for families that cannot afford a computer for their students and two laptops to the Hand Middle School in Lancaster for their Science classroom.

Help with PCs Cathy Thorn has volunteered to help with PC problems. Cathy's phone number is at the top of the page in Information Central. Also, please let Cathy know if you think you can help others with computer problems so she could contact you instead of her needing to go to the far reaches of Willow Valley to help others. Cathy will not be available until after September 14.

Please Use Recommended Software PC owners are reminded that they will receive the best help if they use software that is familiar to other Residents who volunteer to provide technical assistance. Recommended applications are CCleaner, Malwarebytes, Defraggler and Windows Defender (or Windows Security Essentials). We recognize there are alternatives; however, problems are more quickly diagnosed and repaired when the applications running on the PC are familiar to the helper.

Training Coordinator Chuck Smith has taken over from Ralph Beedle as Computer Club Training Committee chairperson. I want to thank Ralph for the exceptional job he did and to welcome Chuck to this extremely important position. Please let Chuck know if you have suggestions for computer classes so they can be included in *Renaissance* publications. Contact Chuck via email at csmithii@aol.com.

(Continued on page 3)

The Leadership

Officers

President: Sid Paskowitz

Vice President: Peter Scott

Secretary: Marge Schmieder

Treasurer: Charlie Trumbo

Committee Chairpersons

Program: Peter Scott

Training: Chuck Smith

Equipment: Ed Dahrsnin

Technical Support: Tony Poulos

Website: Sid Paskowitz

Publicity: Wally Gordon

Newsletter: Sid Paskowitz

Mac Interest Group: Steve Lynn

Computer Room Coordinators:
Gene Simasek Lee Wermuth

Microsoft Liaison: Ed Dahrsnin

Community Representatives

Manor: Larry Gallagher

Manor North: Lee Wermuth

Lakes: Gene Simasek

Providence Park: Peter Scott

Willow Gables: Cathy Thorn

Garden Apartments: Al Williams

Past Presidents

Larry Gallagher

Tax-Aide Liaison

Ralph Beedle

The Mission

The Mission of the Willow Valley Computer Club is to:

- Provide the means to educate beginners or interested non-users on how to use a computer.
- Arrange for speakers to talk to the Club about subjects that would be of interest to those with some background and experience in computer use.
- Provide a forum for interchange of computer information among members.

For more information about the Computer Club, please contact Sid Paskowitz at 717-464-2127 or via email at wvcomputerclub@gmail.com •

Thanks to all of you who volunteer your time and knowledge to help other Residents. We can always use the help of more volunteers! •

Information Central Highlights

Check out the link to the online reservation form for the Lancaster General Urgent Care Clinic at Route 30 and Rohrerstown Road. The link is near the bottom of the right column in Information Central. Reserving a time online can save you time when you need to see a doctor for a non-emergency illness or event.

Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Tony Poulos Al Williams Wally Gordon Steve Lynn

Thank you,
Sid Paskowitz

Actions

Restore Point Al Williams has written a beneficial article on how to help protect your computer. His easy-to-follow instructions can be found in Information Central at <http://resident.willowvalley.org/cclub/p/Restorepoint.pdf>

Classes We know we need more classes on computer-related topics and we are looking for instructors who can teach those classes. If you can help other Residents with topics such as Word, Wordpad, Notepad, browsers, email, etc., please send Chuck Smith an email at csmithii@aol.com . We need your help.

Update Your Online Directory Something some Residents may not know: you can update or correct your own information in the Willow Valley on-line phone directory. Left-click on the **Resident Directory** tile on the Kiosk Home Page; then left click in the Phone Search box; then put your last name in the empty box to the left of the *Search* button; review the information displayed about you; and if you note something such as your email address that needs to be changed, left-click on the link *Click here to make a correction*. Fill in the information on the next screen and say in the Comments box what you want to be done. When you are satisfied you have clearly stated what you want done, left-click on the *Submit* button. In a day or so, check your information in the on-line directory to verify the desired change was made. When your email address is correct in the on-line phone directory, it can save you and other Residents a phone call when they want to send you an email. Please note that if you change your email address in the on-line directory, that does not update your email address in Computer Club records as discussed earlier. Many Residents have multiple email addresses and use them for different purposes, so if you want your email address changed in Computer Club records, you will need to notify Charlie Trumbo at chtrumbo@gmail.com.

Verizon Email Accounts

Residents with Verizon email accounts should have received notification that Verizon is getting out of the email business. We understand that Verizon.net email addresses will still work, but the service will be provided by AOL. If you have more than one Verizon email account, you will need to treat each one separately. The Verizon FAQ page indicates there will be a deadline for making a decision on what to do with your Verizon account after which the Verizon email account may cease to exist.

Another reminder: By the time you read this newsletter, you will be needing to dial an area code to access a local telephone number, unless you are dialing internally on the Willow Valley telephone system. If you are looking at a reference to a telephone number that only has seven digits, chances are pretty good that you will need to add 717.

Warnings

Scams, scams, scams... **No one** who calls you, emails you or displays a message on your computer or device, can tell you your computer or device is infected or running poorly. They have to have been given access. If you haven't provided them with access, you are being scammed. Don't give them access. Hang up. Disconnect. Shut down. Also do not respond to emails that say your account is missing information or that say they were not able to deliver a package with something you did not order. Be skeptical. ***Protect yourself.***

Some new, but not surprising, information about malicious software: Google found Android spyware in its app (application) store. **That spyware had been there for three years without being noticed.** Millions were potentially affected. This brings up an interesting point I would like to emphasize. The Computer Club tries to be selective in the PC software we recommend, and those recommendations change over the years when we find software we like better. For example, a number of years ago we recommended Zone Alarm as the preferred firewall and AVG as the preferred anti-virus software. Today we recommend the Windows firewall and Windows Defender or Windows Security Essentials, and Malwarebytes as the anti-virus software. There are other programs that perform similar functions but we have experienced good results with the programs we recommend. We suggest caution in loading programs that may pop up on your computer screen or might be listed when you do an Internet search for software that might address a problem you are having. The experience with the Google store demonstrates that being skeptical can have its virtues.

Even Linux can be infected with malware

Linux.MulDrop.14 is a brand new malware program that can infect Linux devices. No operating system is immune from malware.

Sometimes, if you get a popup you can't clear, it is best to turn off your computer by pressing the power button until the power light goes off, even though the popup says not to turn off your computer. Next unplug your computer from its power source for about a minute. If you have a laptop computer, remove the battery for a minute before reinstalling it. Let Cathy Thorn know if you continue to have the popup problem.

These instructions do not apply to the instructions that display when Windows is doing an update.

Technical**The Equipment Corner by Ed Dahrsnin****Refurbished Systems (always subject to change)**

552 Systems have been worked upon to this date.

Systems available for Club Members:

System 529 (eMachines ET1167-07 9000) Tower This System available 01 May 2017

System 530 (Dell Dimension 4700-11PC561) Tower This system available 08 May 2017

System 531 (Dell Optiplex 320-1MNVND1) Tower This system available 08 may 2017

System 541 (Compaq Presario SR5152NX) Tower This system available on 05 June 2017

System 543 (Dell Inspiron 580-CHODPN1) Tower This system available on 19 June 2017

System 544 (Fujitsu N3410-AO) Laptop This system available on 19 June 2017

System 551 (Lenovo Think Pad T60) Laptop available 03 July 2017

Systems passed on:

System 545 (Toshiba C55A-4E038040U) Laptop given to Ralph Beedle for Tax Aide on 02 July 2017

System 546 (HP Pavilion P6802-4CE1190Q5Q) System given to Dave Sunden on 17 July 2017

System 547 (Dell Inspiron 660-IG8S6Z1) System given to Bob Goodhart on 03 July 2017

System 550 (Toshiba L775-PSK3SU) Laptop given to Ralph Beedle for Tax Aide on 02 July 2017

System 552 (HP Pavilion dv9000-CNF8113092) Laptop to Ralph Beedle for Tax Aide on 02 July 2017

Items passed on:

A monitor given to Bob Goodwyn on 05 June 2017

HP OfficeJet J4550 printer to Cathy Thorn on 08 June 2017

A 12-foot Ethernet cable to Lee Wermuth on 12 June 2017

A 250GB SATA hard drive to Gene Simasek on 26 June 2017

USB keyboard to Tony Poulos on 17 July 2017

Two USB extension cables to Jon Langford on 17 July 2017

Scrap:

HP a430m tower

HP Pro 3500 Series tower

Compaq Presario 5070 tower

Items available:

With the work of Bruce Thompson in the Computer Recycle Room, we can now accept Apple products for recycling.

We continue to accept printer cartridges and laptop computers **with** power adapters, also working printers **with** cartridges. Bring the items to Manor North's Recycle Computer room on the fifth floor of Manor North 'J' building on Mondays only, after 1 p.m.

Many computer power cords, coax TV, telephone and audio cables are available in various lengths.

We no longer accept stand-alone scanners or monitors of the Cathode Ray Tube type, nor will we accept non-working printers. (Take them to the Harrisburg Pike Recycling center).

Technical

RAM on new PCs Experience we are having helping others with their older PCs indicates slow PCs are caused by insufficient RAM (random access memory) that may have met minimum requirements when the PC was bought, but software updates and newer software running in the background use more RAM than is available. Based on that experience we recommend new PCs have at least 12 GB of RAM for future needs.

Windows 10 Plans Microsoft is still working hard to hit the one billion mark for Windows 10 users and two recent reports have indicated their moves in that direction. First, Microsoft plans to have two major upgrades to Windows 10 and Office annually, probably in March and September. Second, reports have been received that some Windows 7 and Windows 8.1 computers have been successfully activated with Windows 10 using old license keys. We are not recommending non-techies try to do this. We just want readers to be aware this may be possible if you want to upgrade to Windows 10 without needing to buy a new computer.

Email sent to Computer Club members 7/12/2017 on Windows Updates

Several residents have reported recently that their computers have been acting strange when they turn them on. One thing that may be causing the change is that Microsoft has been sending out updates to Windows, even for Windows versions that Microsoft has reported they are no longer supporting. The updates being sent out contain patches to security vulnerabilities that have existed for years and are being exploited by current malware.

One problem being reported is the computer, or screen, or mouse, or keyboard is not being responsive. Those conditions are not unusual during a Windows system update, some of which can take up to a couple of hours. The key in many cases is **patience**. If a computer is turned off during an update, problems can be created. Let your computer finish its update. Look for the light that shows activity on the hard drive. If it is flashing or stays lighted, your computer is probably working on installing the update. Let it finish and present a screen you recognize.

If you still have concerns when your computer comes back under your control, run Malwarebytes and the full scan (after updates) using Windows Defender or Security Essentials to check for malware that may be on your computer.

Microsoft has issued unusual security patches for Windows XP and Windows 7:

Windows XP security update

<https://www.microsoft.com/en-us/download/details.aspx?id=55245>

Windows 7 security updates

<http://www.catalog.update.microsoft.com/search.aspx?q=4012212>

Kiosk Change Willow Valley I.T. has removed the "/kiosk/" folder that contained Information Central files. That broke all the links that had been set up to access those files. It relocated the Information Central files on the Willow Valley server and modified most of them so they contained links to the new file locations. External access to Information Central now may require a user login.

Technically what has happened is that the URL link to Information Central files has been changed from "<http://resident.willowvalley.org/kiosk/cclub/.....>" to "<https://resident.willowvalley.org/cclub/.....>". Note the Kiosk folder has been removed from the URL and an "s" has been added to "http" in the URL.

In light of the many changes that have been made, please let me know if you come across any broken links or other problems with Information Central. I know the old desktop icon links to Information Central pages will no longer take you directly to those pages, but the change has made Information Central content more secure.

Apple Information

Apple Store For help with Apple products, the Apple Store is located at 541 Park City Center, Lancaster, PA 17601. Their phone number is (717) 295-8800. Or Google "Apple Retail Store, Lancaster PA" or go to www.apple.com/retail/parkcity. The local site comes up with address, phone number, hours of operation. There are links to schedule either the "genius bar" (their support/ service team) or "workshops" (in house training sessions). While no ID is needed for the workshops, the site will query you for your Apple ID to register for the genius bar.

Mac SIG Meeting The next Mac SIG meeting is at 2:00 p.m. Tuesday, September 26th (4th Tuesday) in the Manor Orr Auditorium. The topic is "A Further Look Into Backing Up Your Apple Device."

If you would like to contribute information to this page or help review it prior to publication, please send an email to Steve Lynn at slynn15@icloud.com.

Apple News from Steve Lynn

The next iOS release for iPhones and iPads will be a fairly major one, and it will have the designation of iOS 11. According to a number of websites such as MacWorld and MacRumors, it will be coming out this fall. Beta versions have already been out for about a month in order to work out any problems beforehand. Among some of the new features are Control Center reorganization, newer camera modes, Siri becoming smarter and sounding better and having the capabilities for augmented reality (AR). For the time being, AR will only be used by developers working on new Apps that will incorporate it as there are no apps available for that now. AR is about projecting imaginary images onto real world images.

For those that use their iPads like a laptop, new multitasking features will make life much easier when wanting to change from one task to another quickly. Drag and drop is coming to the iPad similar to what can be done on a desktop or laptop and new keyboard shortcuts. For both iPads and iPhones, the lock screen and the notification center will be joined into one. Apple Maps will have lane assist and show speed limits and have detailed maps of airports and malls.

It is suggested by MacRumors.com that the iPhone 8 will most likely be coming out this fall with three variations, two having fairly standard displays and one incorporating OLED display technology. OLED stands for organic light-emitting diode which is used on some present day TV sets. It is rumored that the OLED iPhone version will cost in excess of \$1,000!

Computer Classes

The classes listed below are sponsored by the Computer Club. To register for a class, use your web browser (Edge, Internet Explorer, Safari, Chrome or Firefox) to access the Willow Valley Resident login at <https://resident.willowvalley.org>. In the Username box enter the *values* for the first initial of your first name, your last name and your Willow Valley 5 digit Resident account number (no spaces). Enter your Willow Valley 5 digit Resident account number in the Password box. On the resulting Kiosk Home Page, left-click on the **Event Registration** tile, left-click on the **RENAISSANCE** tab, left-click on the down arrow to the right of the Special Events box, and left-click on the **Computer Classes** link in the pull-down menu. Locate the class you want and click on links and boxes to register. Note the dates and times displayed — they can change.

There is no charge for any of these classes. **Register using Event Registration. Using Google's Gmail and Calendar**

Gmail and the Google Calendar can help you manage your schedule and email. This one day course will introduce you to the capabilities of the Gmail system. Prerequisite: Basic computer skills are required.

Monday, September 25 10:00 a.m. – 12:00 p.m.
North Computer Lab., 1st Floor M-Wing Manor North
Presenter: Alice Hanke, North Resident
Class size: 6

How well do you know your Explorer?

There are at least two explorers installed on your computer, and in some cases as many as five. They come in two varieties; the file explorer and the internet explorer or browser. This presentation will focus on the newest internet explorer (browser) called EDGE. Edge is installed with the update to Windows 10 and is the default browser unless you have changed the default setting. Attend this informative session to learn about the many features of EDGE.

Tuesday, October 17 10:00 a.m. – 12:00 p.m.
Cultural Center Education Room
Coordinator: Ralph Beedle, Spring Run Resident

Computer Questions Answered

Registrants will be asked via email to submit questions on any topic related to computer construction, maintenance, operations and Windows 10. Remember that answers to your questions will help other residents understand their computers better.

Tuesday, September 12 10:00 a.m. – 12:00 p.m.
Cultural Center Education Room
Coordinator: Sid Paskowitz, Spring Run Resident

Computer Classes (continued)

Managing the Modem and Router in Your Network

Computer, tablets, smartphones, and electronics of all types are dependent on connecting to the Internet. How does your home network work? This class will provide modem, router, and network basics. You will also learn troubleshooting tips useful when your home network is not working correctly

Wednesday, October 11 1:00 p.m. – 2:00 p.m.

Cultural Center Education Room

Presenter: Tom Fleischmann, Spring Run Resident

Hands-On Microsoft Word

Do you want to use your computer to write letters, memoirs, or other documents? Make a sign or poster? A Calendar? Business card? Greeting card? This course will show you how to use Microsoft Word for any of those projects, or many others. Prerequisite: Basic computer skills are required.

Monday, November 6, 13, 20 10:00 a.m. – 12:00 p.m.

Lakes Computer Room (E108)

Presenter: Arnie Marsh, North Resident

Class size: 6

Hands-on Introductory PC PowerPoint Presentations

Basic concepts will be taught using Microsoft Office PowerPoint 2010 software.

Prerequisite: Students should be well beyond the “beginning computer user” stage.

Wednesday, December 6, 13 and 20 10:00 a.m. – 12:00 p.m.

North Computer Lab., 1st Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Class size: 6

Hands-on Excel – The Basics

This class is for the person just beginning to learn Excel. With hands-on use of Microsoft Excel 2010 you will create an Address List. Basic computer skills are required.

Wednesday, October 4, 18 and 25 10:00 a.m. – 12:00 p.m.

North Computer Lab., 1st Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Class size: 6

Excel – Beyond the Basics

This class is for the person who has mastered the basics of Microsoft Excel. With hands-on use of Microsoft Excel 2010 you will create Formulas, Pivot Tables and Graphs. Basic computer skills are a necessity.

Wednesday, November 8, 15 and 22 10:00 a.m. – 12:00 p.m.

North Computer Lab., 1st Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Class size: 6

Computer Classes (continued)

Individualized Quicken Program Training

Individualized instruction is offered to persons who have mastered computer basics and are seeking a program for maintaining financial records. Learn how to download your banking information and more. The Quicken program will give you the ability to manage your financial records. Use your own computer. **Dates scheduled between student and instructor after registration.**

Instructor: Bob McRobbie, Manor Resident

Individualized Help with Word, Excel, and Power Point for Intermediate and Advanced Users.

The Computer Club is offering individualized instruction for Word, Excel and Power Point to intermediate and advanced users. You choose the topic; they provide the instruction. Use your own computer or meet in the Lakes Computer Room. Experience with the basic functions of the software is a prerequisite.

Date scheduled between student and instructor after registration.

Instructors: Carolyn Bugel, Ralph Beedle, and Tony Poulos, Spring Run Residents
