
Willow Valley

Computer Club Newsletter

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Future Computer Club Meeting Programs

November 2

Cell Phone Photography, Ron Dillon

December 7—Program and Expo

Time to Replace Your Computer or Device, Tony Poulos

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

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.

Quick Notes

- Ed Dahrsnin & his recycle team need towers, laptops and USB keyboards (page 1)
- New info on technical support (pages 1 and 2)
- Important info if you have an AOL email account (page 14)
- On 10/11/2017 Clarence Cramer became WV Computer Club's 600th member!
- Survey to help plan for future Computer Club meeting programs (page 14)

The President's Pen by Sid Paskowitz

Membership As of this writing, your Computer Club has 600 paid members including 383 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. Laptop computers and USB keyboards are also needed. Notebooks **and Apple products** are also accepted. (See Page 8)

Bob Davis Computer Club Presentation Check out the link to *Bob Davis 10/5/17 Computer Club Presentation* in the left column of Information Central for the status of Willow Valley IT and associated issues. Besides describing the complexity of responsibilities of the WV Information Technology group, his presentation provides information on technology support including recommendations for modems and routers, and how to get help on problems with WV Internet, TV, telephone service and Resident Computer Kiosks.

President's Pen (Continued)

(Continued from page 1)

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 need to dial 9 + 1 + 10 digits for long distance calls.

For MAC Users (also see page 15)

For MAC Users Steve Lynn, head of the Mac Special Interest Group (SIG), has emailed a Member Interest Survey to all the people on his mailing list. If you haven't received one and you are an Apple person, please look at the enclosed Member Interest Survey form, fill it out then print it and send it through in-house mail to Steven Lynn, Manor D-107 or if you are tech savvy you can email a marked up copy of it to me at slynn15@icloud.com.

A center column in Information Central named For MAC Users contains copies of presentations made at Mac SIG meetings and other information applicable to Apple products. Make use of this valuable information for furthering your knowledge of the Apple computer world. Direct any constructive comments or questions to Steve at slynn15@icloud.com. Also, check your 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. (See page 8) Working in the recycling effort may also help you when you have problems. Thanks to Ed and his team, the Computer Club has given **175** computer systems to the Lampeter-Strasburg School District and Solanco 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.

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 is our Computer Club Training Committee chairperson. 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.

Information Central Highlights Google has produced a series of video tutorials to show how to use Google applications such as Gmail and Google Calendar. Check out the link to *Google Tutorials* in the left column of Information Central.

(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!

We are running low on towers and laptops to work on. We are seeking those unused units that you may have in your storage cage or elsewhere. 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. Ed is also looking for USB keyboards.

Reviewer Acknowledgment

The following individuals kindly reviewed this issue:
Tony Poulos Al Williams Wally Gordon Pat Feeney

Thank you,
Sid Paskowitz

Actions

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 .

The Equifax Breach by Al Williams

The Computer Club does not give financial advice. We would like to provide some facts related to the Equifax breach.

As you know, credit related information for approximately 145 million people was taken from Equifax through a data breach. With all that has been written about the breach, it may be helpful to you to have some factual information about credit freezes, fraud alerts, credit locks, and identity theft.

The Federal Trade Commission has a web page that tells what a credit freeze is, what it does, and what it does not do. It also describes the difference between a credit freeze and a fraud alert. You may find this web page by googling for *Federal Trade Commission Credit Freeze FAQs*.

Consumer Reports has a web page that describes the differences between a credit freeze and a credit lock. You may find this web page by googling using the words "Consumer Reports Credit Freeze Credit Lock" without the quotes.

Brian Krebs is an investigative reporter who for several years has investigated many types of consumer fraud and the value of stolen credit related information to criminals. His reporting has exposed the work of individual criminals. In turn, one criminal attempted to ruin his credit rating. His article about what happened and what he did to protect his credit may be found by googling the words "Brian Krebs Stop Worrying Embrace Freeze" without the quotes.

There are three major credit bureaus: Equifax, Experian, and TransUnion. There is also a smaller credit bureau, Innovis. Each accepts requests for credit freeze and fraud alerts.

ChexSystems is used by banks and credit unions to screen applications for checking and savings accounts. ChexSystems will accept a request for credit freeze and fraud alerts.

The Federal Trade Commission has two web pages providing information on protection from identity theft and the steps that a person who has experienced identity theft should take. You may find these pages by googling "FTC Identity Theft" without the quotes.

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.***

Beware of using Google or another search engine to locate the telephone number of a product manufacturer to get help with their product. Check the equipment manual to find their help line number. It is too easy for a bogus website to be made to look like a legitimate company site and the address of that website to be very similar to the legitimate company's name. Be especially suspicious when the address of the website as shown in the status display or text bubble ends in ".UR" or ".RU" or something other than ".COM" which legitimate companies are more likely to have.

Some new, but not surprising, information about malicious software: Google continues to find Android spyware in its app (application) store. **That spyware has been there for years without being noticed.** Millions are 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 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

Restore Point Al Williams has written a beneficial article on how to help protect your computer. His easy-to-follow instructions can be found by left-clicking on the link to **Restore Point** in the left column in Information Central

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.

Windows Updates Computers have been acting strange when they are turned 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 solution in many cases can be **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 the computer continues to run overnight without restarting, press the power button until the computer turns off. Wait a couple of minutes and turn the computer back on.

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.

Technical

AOL Contacts List If you have an AOL email account and you want to move those contacts and their email addresses to another email account such as Gmail but you have been unsuccessful *exporting* them from AOL or *importing* them into Gmail, you might try the following:

1. Use your AOL account to send an email to each contact you want to notify about your new Gmail account and other desired information, and include your Gmail email address as a copy to (CC) in each email.
2. Open your Gmail account and put the cursor on each of the email addresses of the contacts you want to add to your Gmail contacts list.
3. In the popup containing information about that address, left-click on the **Add to Contacts** link and take desired actions to add that contact. For future emails you should only need to begin typing that contact's name or email address, and the desired email address will be displayed so it can be selected without needing to type the entire address.

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>

Keep Devices Current Almost all modern electronic devices that are susceptible to malware (malicious software) provide facilities to update their software (applications) and firmware (code that tells hardware what to do). There are too many devices and versions to provide a single set of instructions for keeping devices current. The best each of us can do is to learn how to keep our own devices current. Use Google or other search engines to get information on how to keep your device current, or come to Computer Club meetings and classes and ask for help.

Printer Problems with Windows 10 Updates Several Residents have reported printer problems after a Windows 10 update. One solution has been to connect and turn on the desired printer, go to *Printers and Scanners* in System Settings, add the desired printer if it doesn't show up in the list, select the desired printer as the default printer, then check to see if the problem has gone away.

The Equipment Corner by Ed Dahrsnin

PC Hardware Recycling report:

562 Systems have been worked upon to this date.

Systems available for Club Members:

System 560 (HP 400-434) Win 10 (x64) Tower This system available on 18 September 2017

System 562 (Dell Vostro 410-DN4DDH1) Win 10 (x64) Tower This system available 16 October 2017

Systems passed on: None

Items passed on:

An Epson XP400 printer to Warner Olsen on 29 September 2017

Scrap:

A HP Pavilion dV600 laptop on 10 October 2017

A HP PSC 2110 printer on 10 October 2017

A HP a714x tower on 10 October 2017

An Epson XP410 printer on 10 October 2017

A Dell 3000 tower on 10 October 2107

A Dell T178FPb monitor on 16 October

A HP Envy 4500 printer on 16 October 2017

Items available:

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).

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.

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

Planned Computer Club Meeting Presentation Schedule Jan-Jun 2018

Jan 04 2018: Sid Paskowitz, "Things to Know About Windows 10"

Feb 01 2018: Ralph Beedle, "Tax Preparation SW and Skills at WV"

Mar 01 2018: Matt McGuire, "Streaming Entertainment"

Apr 05 2018: Allan Pomerantz, "Computer Security and Privacy"

May 03 2018: Cathy Thorn, "Basic Computer Literacy & Skills"

Jun 07 2018: Ralph Beedle, "Alexa and Her Relatives"

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 Meetings MAC SIG meetings are at 2:00 p.m. on the 4th Tuesday of the month in the Manor Orr Auditorium. The next meeting is November 28th. Check the *Weekly Insider* for further information.

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 latest operating system called High Sierra is now available for all Apple desktops and laptops that are qualified to receive it. See minimum requirements here:

iMac: late 2009 or newer.

MacBook/MacBook (Retina): late 2009 or newer.

MacBook Pro: mid-2010 or newer.

MacBook Air: late 2010 or newer.

Mac Mini: mid-2010 or newer.

Mac Pro: mid-2010 or newer.

iMac Pro: 2017

It's latest version number is 10.13 Build 17A405.

Some security issues have been reported by Mac World and others so if you haven't upgraded to high sierra yet, it is suggested that you wait until version 13.1.0 comes out. This update is now in Beta for testing.

From an article written by "independent.co.uk" comes word that the Adobe Flash Player users are urged to disable the software after it has been letting criminals infect their computers. According to this article, the software has vulnerabilities that are being exploited by a group named Black Oasis to attack people all over the world. The problem was discovered by Kaspersky Labs which started tracking the problem in 2016. For more information, google this topic with the words "security issues with adobe flash player". Personally I have disabled it on my computer by putting the words "uninstall flash player for Mac OS - adobe support" into Google, opening the same named link and following the instructions. I doubt that it will have much effect on my browsing abilities in the near future and the software is supposed to be phased out by 2020 in any case.

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.**

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

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

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

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

Planned Classes The following computer classes are planned for inclusion in the next *Renaissance* publication. They are provided so you can decide what classes you want to attend before needing to wait until the *Renaissance* publication is distributed, can be ready to sign up when sign-up is available, and can avoid scheduling activities such as doctors' appointments when you want to attend a class and you have some flexibility in setting up your appointments. **As always**, schedules are subject to change and the information below is our best information at the time of the publication of this newsletter.

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.

Wednesdays, January 10, 17, 24

10:00 a.m. – 12:00 p.m.

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

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

Planned Computer Classes (continued)

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. Pre-requisite: Basic computer skills are required.

Tuesdays, February 6, 13, 27

10:00 a.m. – 12:00 p.m.

Lakes Computer Room (E108)

Presenter: Arnie Marsh, North Resident

Cost: no charge

Registration is required using Event Registration

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.

Wednesdays, February 7, 14, 21

10:00 a.m. – 12:00 p.m.

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

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

Computer Questions Answered

Registrants will be asked 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, March 6

10:00 a.m. – 12:00 p.m.

Cultural Center Education Room

Coordinator: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Planned Computer Classes (continued)**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.

Wednesdays, March 7, 14, 21

10:00 a.m. – 12:00 p.m.

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

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

Gmail Questions and Answers

This class will present a 15 minute overview of Gmail basics and will devote the remainder of the time to answering Gmail questions from attendees. Event Registration is required. Note: if registrations exceed Education Room capacity, the location may be moved to the Cultural Center Theater.

Tuesday, March 13

10:00 a.m. – 12:00 p.m.

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Understanding TiVo

The TiVo is the Digital Video Recorder of choice and is becoming more popular with residents. If you already have one, this class will show you how to use it to its fullest by looking at features you may not be aware of such as options for displaying the Guide, showing just your favorite channels, using the Wish List, accessing premium services, and more. If you're just curious about how a TiVo could be helpful to you, then this is your chance to learn more about it. You'll see the great program guide, how to easily replay dialog you may have missed, skip through commercials, and how to always record a program when it's shown even if you're not at home.

The class includes the basics of installation, basic use, and several intermediate and advanced features. Bring your questions! We'll try to supply the answers.

Tuesday, March 20

10:00 a.m. – 11:00 a.m.

Cultural Center Education Room

Instructor: Tony Poulos, Spring Run Resident

Cost: No charge

Registration is required using Event Registration

More Help with AOL Email, Especially Switches from Verizon Accounts

If you connect to verizon.net email, you may not be using the latest, secure email connection settings. Many AOL customers use email applications such as Outlook, Windows Mail or Android Mail to connect to their email. These applications often require manual configuration to send and receive email. AOL is asking that you check your settings and update with the AOL supported configuration settings by **November 7, 2017**. Anyone using a third party email like Outlook, Thunderbird, Windows 10 Mail, etc., should make sure that the mail server is configured correctly. Please access this link to obtain instructions on how to do this:

<https://help.aol.com/articles/how-do-i-use-other-email-applications-to-send-and-receive-my-aol-mail>.

Computer Club Survey

Computer Club members will see survey invitations from Survey Monkey in your email inboxes soon. They will look something like the image below, depending on your email program and browser. We want to make our monthly meeting talks as useful and interesting as possible, so we would like your feedback on them and your preferences going forward. When you see an email from our committee chair Peter Scott (peterdscott@gmail.com) asking you to participate in a survey, it is legit and you can safely click on the button to start the survey. It is short (2-5 min to complete) and your feedback will be of great value in planning future talks.



Fellow Willow Valley Computer Club members:

We want to make our monthly meeting talks as useful and interesting to you as possible. So we hope you will take the 2-5 min necessary to complete this survey. The goal is to determine your satisfaction with the program thus far, and identify what you would like to see going forward.

This is the survey you might have seen previewed in the Club's most recent newsletter. This invitation is sent by our program committee chair Peter Scott (peterdscott@gmail.com) using the Survey Monkey app. We assure you it is safe to click the button below to begin the survey. All survey responses will be returned to us anonymously by Survey Monkey, stripped of all information concerning the identity of the respondent. We hope you will participate, and in any event, thanks!

-Peter Scott (peterdscott@gmail.com)

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.
[Unsubscribe](#) from this list

The following form was sent to registered attendees at MAC SIG meetings and is repeated here to permit Apple product users to make their desires known if they did not reply to the earlier email.

Mac SIG Member Interest Survey

September 26, 2017

The Mac Special Interest Group (SIG) would like to have your input about the topics that will be of most interest to you in the coming months. Please complete the form, print it out and return it by in-house mail to Steven Lynn, Manor, D-107.

Please check as many of the following topics that you would like to see presented at future meetings: (Note: the following includes desktops/laptops and iPhones/iPads where applicable)

- | | |
|--------------------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Connections such as USB, Thunderbolt | <input type="checkbox"/> Using Finder |
| <input type="checkbox"/> Using the Keychain program | <input type="checkbox"/> Transferring info from one device to another |
| <input type="checkbox"/> Using the Preview program | <input type="checkbox"/> Backing up information / external drives |
| <input type="checkbox"/> Working with PDF's | <input type="checkbox"/> Mac's compared to PC's |
| <input type="checkbox"/> Purchasing a new computer | <input type="checkbox"/> Using Contacts & Contact Lists |
| <input type="checkbox"/> Photography and computers | <input type="checkbox"/> How to set up an email account |
| <input type="checkbox"/> The latest system updates | <input type="checkbox"/> Dealing with emails |
| <input type="checkbox"/> The most recent products | <input type="checkbox"/> Settings and System Preferences |
| <input type="checkbox"/> Using text messaging | <input type="checkbox"/> Enabling/disabling iCloud |
| <input type="checkbox"/> Security issues / hacking | <input type="checkbox"/> Using the MacTracker program |
| <input type="checkbox"/> Speeding up computers | <input type="checkbox"/> Special apps such as Reminders, Calendar |
| <input type="checkbox"/> Software cleaning programs | <input type="checkbox"/> Where is the future taking us |
| <input type="checkbox"/> Using Safari with bookmarks or extensions | <input type="checkbox"/> Latest news items regards computers |

Please check the following:

- iPhone / iPad User
 Desktop / Laptop User
 Both

Your own comments and suggestions below.