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Willow Valley Computer Club Newsletter

Future Computer Club Meeting Programs

January 4

Sid Paskowitz, "Things to Know About Windows 10"

February 1

Ralph Beedle, "Tax Preparation SW and Skills at WV"

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)
- See page 10 so you can be ready to sign up for desired *Renaissance* classes
- Some of the most important information from prior newsletters is being repeated in this newsletter

The President's Pen by Sid Paskowitz

Membership As of this writing, your Computer Club has 597 paid members including 382 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)

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 **180** 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.

Continued on page 2)

President's Pen (Continued)

(Continued from page 1)

Help with PCs Cathy Thorn and Bob McRobbie (for Manor Residents) have volunteered to help with PC problems. Bob's and Cathy's phone numbers are at the top of the home 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.

I continue to get phone calls and emails from Residents whose computer screens tell them they have been hacked! Use the power button to turn off your computer. Wait a few minutes and turn your computer back on. Chances are good that the warning will not reappear.

We are running low on towers and laptops to work on in our recycling efforts. We are seeking those working 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.

Thanks to all of you who volunteer your time and knowledge to help other Residents.

We can always use the help of more volunteers!

(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 •

Planned Computer Club Meeting Presentation Schedule Mar-Jun 2018

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"

Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Tony Poulos Al Williams Wally Gordon Pat Feeny Cathy Thorn Steve Lynn

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 .

CCleaner Issue (Avast Installation) Some recent updates to CCleaner have included a **checked** box that allows the CCleaner update to install *Avast* on your computer. We have found the *Avast* software to be a memory hog and a program that interferes with protections that Windows provides. Our recommendation is to uncheck that box and do not install *Avast*.

Mark your calendar Unless you have a significant conflict, we urge everyone to attend the Computer Club meeting on January 4th in the Cultural Center Theater at 2:00 p.m. The program at that meeting will be a presentation on a number of features in Windows 10. It is unlikely you will leave that presentation without having learned something you will find beneficial.

Another way to put AOL Contacts into a Gmail account (also see page 7)

- (1) Use the G-mail conversion utility. In G-mail, click in the Search box – The choice of “Contacts” should appear
- (2) Click on the choice “Contacts”
- (3) A mail message appears from Gmail Team that says “Three tips to get the most out of Gmail”. Click on the message and open it.
- (4) The first choice in the list: Bring your contacts and mail into Gmail
- (5) Click on the “Learn How” below the icon on the left
- (6) On the next screen, there are several choices, but the first one is the one a person would want who is migrating from AOL.
- (7) Click on the down arrow and follow the instructions.

Warnings

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 given them access, you are being scammed. Don't give them access. Hang up. Disconnect. Shut down. 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 malware program that can infect Linux devices. No operating system is immune from malware.

The following instructions do not apply to the instructions that display when Windows is doing an update: 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.

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 Our experience when 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. PCs can also run slow based on insufficient Graphics Processing Unit (GPU) performance. We are just beginning to learn about this problem.

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. On the other hand, Microsoft is now no longer providing updates to old versions of Windows 10.

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.

(also see page 4 for another way to move contacts)

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.

Interesting Self-help Article for those who want to learn more:

<https://www.howtogeek.com/285361/the-complete-guide-to-giving-better-family-tech-support/>

Drivers for 32-bit components Recent articles in the technical media have reported that more companies are no longer updating drivers (software that tell components how to function) for 32-bit operating systems. Newer computers have 64-bit operating systems. If you want to check on what operating system is on your computer, an easy way is to open CCleaner and look at the top-left corner of the screen.

The Equipment Corner by Ed Dahrsnin

570 Systems have been worked upon to this date.

System available for Club Members:

Note: Tower systems include a tower, monitor, printer, keyboard, mouse and all cabling. Laptops include power adapter with unit, no printer or mouse.

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

System 563 (Dell Inspiron 545 Win 10 Pro (x64) Tower. This system available 23 October 2017

System 569 (Dell Dimension 4700 Win 7 Pro) Tower. This system available on 27 November 2017

System 570 (Dell Optiplex 760 Win 10 Pro (x64) Tower. This system available 04 December 2017

Systems passed on:

System 554 (Dell Inspiron 1521 Win 7 Home) Laptop. This system on 19 December 2017 to L-S Schools

System 560 (HP 400 434 Win 10 (x64) Tower only given to Rosanne Wilson on 04 Dec 2017

System 564 (Dell Optiplex 3010 Win 10 Pro (x64) Tower. This system on 19 December 2017 to L-S Schools

System 565 (Lenovo H420 Win 10 Pro) Tower. This system on 19 December 2017 to L-S Schools

System 567 (HP Presario CQ61 Win 10 Pro (x64) Laptop. This system on 19 December 2017 to L-S Schools

System 568 (Dell Inspiron 1525 Win 10 Pro) Laptop. This system on 19 December 2017 to L-S Schools

Items passed on:

An Epson 4180 Scanner to Paul Wills on 11 December 2017

An HDMI cable to Richard Swanson on 17 December 2017

An ADC I2269VW Monitor, plus power cord, to Tony Poulos on 18 December 2017

Items available:

Many computer power cords, coax TV, telephone and audio cables are available in various lengths. Check us for your needs – we may have it, and it is free to club members.

We are running low on towers, USB keyboards, and laptops to work upon. We are seeking those excess 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.

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. 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).

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 January 23rd. 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

Nothing to report.

Planned 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.**

Planned Classes The following computer classes are planned for inclusion in the next *Renaissance* publication. They are provided so you can decide which 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.

Monday, March 12

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