

**Inside this issue:**

Coming Programs	1
Help with PCs	2
The Leadership	3
Actions	4
Warnings	5
Technical	6
Equipment Corner	8
Apple Info	9
Computer Classes	11

# *Willow Valley Computer Club Newsletter*

## **Future Computer Club Meeting Programs**

No Computer Club meetings in July or August

*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 laptops and USB keyboards (page 1)
- See page 11 for *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 600 paid members including 410 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](mailto:chtrumbo@gmail.com).

Check Information Central for Al Williams' excellent document on updating routers to deal with VPNFilter malware.

Avast, McAfee, Kaspersky and Norton security software (and possibly others) have been known to block security features and updates to Microsoft security programs (Firewall, Defender and Security Essentials). Some have also been known to slow computers to the point of not being useful, and not just during updates. For those reasons we do not recommend the installation of Avast, McAfee, Kaspersky and Norton security software for PCs.

**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

*Continued on page 2)*

## President's Pen (Continued)

(Continued from page 1)

the recycling effort may also help you when you have problems. Thanks to Ed and his team, the Computer Club has given **more than 200** computer systems to local school districts and Tabor Community Services for families that cannot afford a computer. We are running low on laptops and USB keyboards to work on in our recycling efforts. We are seeking those working units that you may have in your storage cage or elsewhere. Notebooks **and Apple products** are also accepted. Bring the items to Manor North's Recycle Computer room on the fifth floor of Manor North J building on Mondays only, 1:00 p.m. - 4:00 p.m. (See Page 8)

**Patience!!!** We continue to get phone calls that report computers do not boot up quickly with a login screen or desktop when turned on. This is often due to Windows operating system updates that are trying to be installed. Some can take more than an hour. If you turn your computer off and turn it back on, the process just starts over again or introduces errors. If the drive activity light is flashing or lighted, your computer is working hard to get something done. **Be patient.** You may need to give your computer a couple of hours to catch its breath. If you still have a problem, see the next paragraph.

**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. Help with Apple computers is also listed.

**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](mailto: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: Gary Staton

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

Apple Interest Group: Steve Lynn

Computer Room Coordinators:

Gene Simasek Lee Wermuth

### Community Representatives

Manor North: Lee Wermuth

Lakes: Gene Simasek

Providence Park: Peter Scott

Willow Gables: Cathy Thorn

Garden Apartments: Al Williams

### Past Presidents

Larry Gallagher

## 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](mailto:wvcomputerclub@gmail.com)

**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.**

The Piriform.com Website that has been the source of applications such as Ccleaner and Defraggler now goes by the name of CCleaner.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!

**Some other notes are on page 17**

## Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Tony Poulos Al Williams Pat Feeney Steve Lynn Ed Dahrsnin Wally Gordon

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](mailto:csmithii@aol.com).

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**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*. Use CCleaner to uninstall it if *Avast* is installed.

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**Online TV Guide** The Zap2it website was changed so the links that used to work in accessing the Willow Valley Senior (Campus) TV guide no longer work. Information Central has been updated to provide procedures that show how to access the current TV guide and links to other online guides. Left-click on Senior TV Guide in the right column of Information Central.

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**Windows Updates** Although Microsoft had announced they were no longer providing updates to Windows 7 and Windows 8 operating systems, they recently found some computer chips and operating system computer code are susceptible to exploits and malicious software. Because of those findings, Microsoft has been sending software “patches” to older computers as well as newer Windows computers. Those software updates are generally being distributed on Tuesdays. Be aware these changes can be occurring even if you did not request an update, so if your computer seems to be unusually sluggish on a Tuesday or later startup, the issue may be a Windows update running in the background. **Be patient.**

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**Get Your Own Answers** We are often asked questions that can be quickly answered without needing to ask another person. If you know the key words in posing questions to another person, you probably know enough to use those words in a Google search where you could get the answer as a text display you can select and print, or a YouTube video you can watch. For example, to find how to do a channel scan on a Vizio TV, enter **Vizio TV channel scan** in the Google search box and choose the display that is most reasonable to you. If you are not comfortable with selecting a link on your computer, use a Resident Computer Kiosk to do your search. Be sure to restart the Kiosk unit when you finish in case a site you visited contains malicious software (malware). Restarting a Kiosk computer removes the history of what you did as well as any malware that may be on the Kiosk computer.

## 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, .org or .info 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.

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**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.

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**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 some old versions of Windows 10.

**Windows Updates** Some 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 an 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

Mylobot shuts down Windows Defender and Windows Update when installed and blocks additional ports on the Firewall. It also shuts down and deletes any EXE file running from %APPDATA% folder. That action can cause a loss of data. The main function of the botnet is to take complete control of the user's computer and damage to the computer depends on the payload the attackers decide to distribute. The best way to deal with malware is to **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 keeping devices current, or come to Computer Club meetings and classes and ask for help.

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**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.

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**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/>

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**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.

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**Lakes Computer Room** In recent years the Lakes Computer Room (E-108) has only been used for classes on Microsoft Word, which are only scheduled in *Renaissance* publications. That minimal use of the space has caused us to rethink tying up that room so we are building an inventory of Windows 10 Pro laptop computers that we can use for classes in other locations such as the Cultural Center Education Room, conference rooms, activity rooms or auditoriums. Our first test for relocating those classes will be the Microsoft Word class in the *Renaissance*.

If you have a working laptop computer you could donate, please give it to our computer recycling team on Mondays as described on the next page.

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We recommend having at least 2 browsers on your Taskbar. Some web pages, such as WV Service Requests, may not work with Firefox but do work with other browsers. Firefox is probably the most secure browser. Be prepared to try a different browser if you get an error message on a web page.

## The Equipment Corner by Ed Dahrsnin

615 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 602 (HP Pavilion dv6000-CNF7063ZQ2) Laptop This unit available 03 May 2018

System 605 (HP Pavilion g7-5CD2077CYX) Laptop This unit available 06 May 2018

System 611 (Acer Aspire 3690-2519) Laptop This unit available 14 June 2018

System 612 (Toshiba Satellite A55-PSA551) Laptop This unit available 15 June 2018

System 613 (HP ProBook 6560b-4CZ14604L4) Laptop (Dead Battery) This unit available 16 June 2018

System 614 (Dell Inspiron 531-D2N82G1) Tower This system available 18 June 2018

System 615 (Dell OptiPlex 390-40YJ7V1) Tower This system available 18 June 2018

### Items available:

**Many computer power cords, coax TV, telephone and audio cables are available in various lengths. Check with 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 on. 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, 1:00 p.m. to 4:00 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](http://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.

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**Apple SIG Meetings** Apple Special Interest Group (SIG) meetings are at 2:00 p.m. on the 4th Tuesday of the month in the Manor Orr Auditorium. Check the *Weekly Insider* for further information.

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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](mailto:slynn15@icloud.com).

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For help with Apple computer problems at the Manor campus, call Steve Lynn at 717-464-6273

For help with Apple computer problems at the Lakes campus, call Bob Handler at 717-464-7161

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Bob Handler and Steve Lynn strongly recommend TCW-GAV for both MACs and PCs.

Website: [www.tcw-gav.com](http://www.tcw-gav.com) then select Home Services & Products and then Support & Repair.

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**Apple Users** For information regarding previous talks and articles relating to Apple devices (iPads, iPhones, Mac desktops and laptops), check the center column of Information Central entitled **For Apple Users**. Watch the *Weekly Insider* for meetings of the Apple SIG group.

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### Apple Information from Steve Lynn

By now you have undoubtedly heard that it very important to have an antivirus software program on your Apple laptop or desktop computer due to the increase of malicious attacks. The question for you may be which program is the better one. However, this depends on a number of factors such as whether you should choose a free one, spend money on possibly a better one, and what the program includes as side features.

To start with, Apple computers are sold with a certain amount of protection against attacks already built into their products. You can make use of features such as FileVault, Firewall, having a logon password and being careful with privacy choices all of which can be accessed from System Preferences and then Security & Privacy. Unfortunately, due to the ever changing and expanding world of malware, these features are not enough. In the following paragraph and after some research, I do recommend several very good antivirus programs that can be downloaded from the internet to your Apple computer.

As far as continuously free antivirus software, the Avast comes out on top according to a number of web sites including MacWorld, Digital Trends and Techradar. This is in contrast to the problems being reported for Avast being used on a PC. Having searched the internet, I could not find the same problems being mentioned for Avast on an Apple computer. One explanation that this could be is that the Apple operating system is different from the Microsoft operating system. Continuing, the reasons given for Avast being number one is that it detects at least 99% of viruses, the company offers support to it's users and the software has an easy to understand user interface. Another software that is decent and offers a continuously free version is Sophos.

## Apple Information (Continued)

Why pay for an antivirus program when you can get one for free? One reason is that paid ones typically offer more in the way of additional malware protection. In this case, I believe that ransomware protection is the biggest difference. One of the top paid software programs is Bitdefender. One of its selling points is that it offers a 100% virus detection rate per AV-Test, an independent testing organization based in Germany. It responds to new threats quicker than anyone else and it does offer ransomware protection as part of its software package that is less expensive than a paid upgrade version that Avast offers. Other paid software that are decent are F-Secure, Panda Security, ESET and Malwarebytes for Mac. Similar to PC's and for various reasons, I do not recommend McAfee, Norton and Kaspersky for Mac.

Notes: I use the term "continuously free" to contrast this term with a 30 day free trial after which you start paying money. On another note, a question could be "is it necessary to have ransomware protection as part of an antivirus program? One could do without it and weigh the risk versus reward of paying less money or you could have a good backup system so that even if you were attacked, you could restore all your information once the ransomware is deleted. More on this later and in the meantime, there are saved Apple SIG talks about backup systems on Information Central.

## 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.**

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**Scheduled Classes** The following computer classes are scheduled in the current *Renaissance* publication. **As always**, schedules are subject to change and the information below is our best information at the time of the publication of this newsletter.

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### Renaissance Computer Classes – Summer 2018

#### 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.

Monday, July 2

10:00 a.m. – 11:30 a.m.

Cultural Center Theater

Instructor: Tony Poulos, Spring Run Resident

Cost: No charge

Registration is required using Event Registration

## Computer Classes (continued)

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### **Basics on contacting Uber or Lyft**

Need a ride to the Doctor's office, train station, airport, etc. Learn how to use the Uber/Lyft apps from your mobile phone to make your life easier.

Wednesday, July 11

1:00 p.m. - 2:00 p.m.

Cultural Center Education Room

Presenter: Jim Brenner, Retired

Cost: No charge

Registration is required using Event Registration

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### **Windows 10 Features and Questions**

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.

Monday, July 23

1:00 p.m. – 2:00 p.m.

Cultural Center Education Room

Coordinator: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

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### **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.

Tuesday, July 31

10:00 a.m. - 11:00 a.m.

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

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### **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.

Monday, August 20

10:00 a.m. – 11:00 a.m.

Cultural Center Education Room

Instructor: Tom Fleischmann, Spring Run Resident

Cost: no charge Registration is required using Event Registration

## Computer Classes

### Hands-On Microsoft Word

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. If you are new to computers, we strongly advise you take the Just the Basics class on Tuesday, June 26.

Mondays, August 6, 13, 20

10:00 a.m. - noon

Cultural Center Conference Room

Presenter: Arnie Marsh, North Resident

Cost: no charge

Registration is required using Event Registration      Class size: 7

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### One-on-One

#### Help Beyond the Basics

The Computer Club is providing individualized assistance to anyone needing help with Word, Excel, PowerPoint, and file organization. You present your question; they provide the instruction. Use your own computer or meet in the Lakes Computer Room. Experience with the basic operation of your computer and its software is a prerequisite.

**Date scheduled between student and instructor after registration.**

Instructors: Carolyn Bugel and Tony Poulos, Spring Run Residents

Cost: no charge

Registration is required using Event Registration

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#### Individualized Quicken, Family Tree Maker and Ancestry.com 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

Cost: no charge

Registration is required using Event Registration

**Planned Computer Classes**

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**Renaissance Computer Classes – Fall 2018**

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**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, September 12, 19, 26**

10:00 a.m. – 12:00 p.m.

North Computer Lab., 1<sup>st</sup> Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

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**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.

Thursday, September 13

1:00 p.m. - 2:00 p.m.

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

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**Just the Basics**

Already know how to use Email and browse the Web, but want to know more and to prepare for using programs such as Word, PowerPoint, and Excel? Then this class is for you.

We'll review some basic things such as how to properly turn off the computer, the Windows desktop, working with windows, and safely removing a USB drive. Then we'll cover working with files and folders, and how to open programs. And finally, how to find answers to your questions and what to do when something goes wrong. Even though Windows 10 will be used for the class, the concepts apply to Windows 7 and 8.

Thursday, September 27

1:00 p.m. – 2:00 p.m.

Cultural Center Education Room

Presenter: Tony Poulos, Spring Run resident

Cost: no charge

Registration is required using Event Registration

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**Using Apple's Time Machine**

For those that own an Apple desktop or laptop and would like to know an excellent way to back up the information on it, this session explains how to use the Time Machine program that exists within your computer to accomplish this most valuable task. The use of a backup device such as a flash drive working in combination with Time Machine will also be explained. This course is designed for various levels of computer experience including beginners.

Wednesday, October 10

1:00 p.m. - 2:00 p.m.

Cultural Center Education Room

Presenter: Steve Lynn, Manor Resident

Cost: no charge

Registration is required using Event Registration

**Planned Computer Classes (Continued)****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. Not to include Macros. Basic computer skills are a necessity.

**Wednesdays, October 10, 17, 24**

10:00 a.m. – 12:00 p.m.

North Computer Lab., 1<sup>st</sup> Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

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**Windows 10 Features and Questions**

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.

Monday, October 15

1:00 p.m. – 2:00 p.m.

Cultural Center Education Room

Coordinator: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

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**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. If you are new to computers, we strongly advise you take the Just the Basics class on Thursday, September 27

Tuesdays, October 16, 23, 30

10:00 a.m. - noon

Cultural Center Conference Room

Presenter: Arnie Marsh, North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 7

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**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.

Tuesday, November 27

10:00 a.m. – 11:00 a.m.

Cultural Center Education Room

Instructor: Tom Fleischmann, 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, November 28, December 5, 12**

10:00 a.m. – 12:00 p.m.

North Computer Lab., 1<sup>st</sup> Floor M-Wing Manor North

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

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**Individualized Quicken, Family Tree Maker and Ancestry.com 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

Cost: no charge

Registration is required using Event Registration

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**One-on-One Help Beyond the Basics**

The Computer Club is providing individualized assistance to anyone needing help with Word, Excel, PowerPoint, and file organization. You present your question; they provide the instruction. Use your own computer or meet in the Lakes Computer Room. Experience with the basic operation of your computer and its software is a prerequisite.

**Date scheduled between student and instructor after registration.**

Instructors: Carolyn Bugel and Tony Poulos, Spring Run Residents

Cost: no charge

Registration is required using Event Registration

**Quick Note:** If you have given up on your inkjet printer because you don't use it frequently enough and the ink dries and kills the printer, consider getting an inexpensive laser printer. Laser cartridges don't dry and you can avoid leaving your apartment to print documents on the Willow Valley printers.

### **Computer Club Meeting Schedule**

Note: There are no Computer Club meetings in July or August. The next meeting is September 6th.

**Lakes Library Update** The Lakes Library is using a new computer system that allows much more information to be listed for each library item. The Lakes Library link in the right column of Information Central will take you to an updated listing of Lakes Library holdings. The additional, new information is also displayed there.

**Windows Speech Recognition** Windows 10 contains an improved version of Windows Speech Recognition. Some Computer Club classes will demonstrate some of the Windows Speech Recognition features.

**Another Reminder** If you get an unexpected pop-up on your computer telling you an update is available and you should click on the pop-up, there is a chance that pop-up is bogus and clicking on it will result in malware being put on your computer. A general recommendation is to go to the application itself and update from the application.

**Potential problem with the paid version of Malwarebytes** A Resident with the paid version of Malwarebytes running in the background reported that Malwarebytes interfered with a Windows update. If Malwarebytes or any other application running in the background is interfering with the operation of your computer, that application can be shut down by using the Task Manager, highlighting the application, and left-clicking on the End Task button.