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# Willow Valley Computer Club Newsletter

## Upcoming Computer Club Meeting Programs

March 7 Gary Staton: Tax preparation software and skills  
April 4 Cathy Thorn: Basic Computer Literacy and Skills II

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

### Special Note

See Page 17 for an example of a scam email and how to identify some scam emails.

## Quick Notes

- Ed Dahrsnin's recycle team needs laptops, printers and USB keyboards
- 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 627 paid members including 454 who have signed up as Lifetime members. Please keep your email address on Club records current 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 Lee Wermuth at [lwermuth582@gmail.com](mailto:lwermuth582@gmail.com). **We sent out dues renewal letters in January to members whose membership expires in 2019. Please respond promptly if you got one of those letters. If you received a letter and did not renew your membership, this will be your final Newsletter.**

**Class and Program Volunteers.** Willow Valley Residents have numerous different devices related to computers. The Computer Club would like to make information about those devices available to all Residents who might be interested. We are not looking for experts on those devices; only those who are willing to share what they know or are willing to learn. A recent example of this was Arnie Marsh's outstanding class on Microsoft Word for PCs. Arnie is not a PC user, but he was willing to learn Word on a PC so he could teach a hands-on class. He took a different approach to teaching the class than those who had taught a similar class in the past, but that is what we were looking for! Different Residents learn in different ways and diversity enables broader opportunities for different Residents to benefit. Please let me know via email at [wvcomputerclub@gmail.com](mailto:wvcomputerclub@gmail.com) if you think you could help.

**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. See page 8. Thanks to Ed and his team, the Computer Club has given

*Continued on page 2)*

(Continued from page 1)

## **President's Pen (Continued)**

more than **230** computer systems to local community support organizations.

**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. 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 on your computer 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 at the top of the home page in Information Central.

**Please Use Recommended Software** PC owners are reminded that they will receive the best help if they use software that is familiar to other Resident volunteers who 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. Also let him know if you could teach a class. 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.

**I continue to get phone calls and emails from Residents whose computer screens tell them they have been hacked! If that happens, use the power button to turn off your computer by pressing it until the power light turns off. 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.

(Continued on page 3)

## Computer Club Leadership

### Officers

President: Sid Paskowitz

Vice President: Peter Scott

Secretary: Gary Staton

Treasurer: Lee Wermuth

### 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

North Computer Lab Coordinator:

Lee Wermuth

### Community Representatives

Manor North: Charlie Trumbo

Lakes Manor: Gene Simasek

Providence Park: Peter Scott

Willow Gables: Cathy Thorn

Garden Apartments: Al Williams

### Past Presidents

(Our regrets that our past president, Larry Gallagher, has passed away. We will miss him and his leadership in the Computer Club's history.)

## 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)

**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. (Notes continued on page 14)

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

### Future Computer Club Meeting Programs

May 2, Ed Dahrsnin, Keeping Your System Running Smoothly

June 6, Mike Scott, Digital Devices and Strategies in K-12 Education

## Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Tony Poulos Chuck Smith Jay Shah Ed Dahrsnin

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 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 *Avast* if *Avast* has 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 contained 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. Other programs 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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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 (this may take ten or fifteen seconds), 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.

**Windows 10** Microsoft is still working hard to hit the one billion mark for Windows 10 users and 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 8.1 computers have been successfully upgraded to 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 can act 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 display 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 (Continued)

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 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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**Spring Run Business Center** The Spring Run Business Center on the 5th Floor of the Spring Run core building has a Windows 10 computer that is capable of reading SD cards and 3.5" floppy drives. The computer also has an attached flatbed scanner that can scan documents and pictures, as well as convert scanned text in a document to a digital text file (an Optical Character Reader—OCR). If you bring your own flash drive, you can copy any of those files onto your flash drive and take them home for later use. Many of us have a stack of 3.5" floppies we can't read. Here is a solution.

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If you have a working laptop computer or printer 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

**We are in need of supermarket paper bags, with handles – similar to those that came from Darrenkamp's. We also need working printers with cartridges, even if the cartridges are empty.**

683 Systems have been worked upon to this date.

### Systems available for Club Members:

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

System 576 (HP Pavilion dv7-CNF0172NHQ) Laptop Win 10 Home x64

System 640 (Dell Inspiron 5520-6MKBG51) Laptop Win 10 Home x64

System 655 (Toshiba C55-B5240X) Laptop Win 10 Pro x64

System 671 (HP EliteBook 8570p-5CB33906MV) Laptop Win 10 Pro x64

System 672 (HP EliteBook 8570p-5CB250200F) Laptop Win 10 Pro x64

System 673 (Toshiba Satellite C655-S5213) Laptop Win 10 Pro x64

System 675 (HP Pavilion dv9700-CNF8112292) Laptop Win 10 Pro x64

System 677 (Gateway GM5407E) Tower Win 10 Home x64

System 679 (HP Compaq 6200 Pro) Tower Win 10 Pro x64

System 680 HP Z210 Workstation-2UA25205VK) Tower Win 10 Pro x64

System 681 (HP Compaq Elite 8300-2UA3330XHJ) Tower Win 10 Pro x64

System 682 (Compaq Presario 3CR8231QZG0 Tower Win 10 Pro x64

System 683 (Lenovo 10110 All-In-One) Win 10 Pro x64

### Systems passed on:

System 649 (HP ProBook G650-G1-5CG53226D4) Laptop to Sid Paskowitz on 28 January 2019

### Items passed on:

A USB A/B cable to Gary Staton on 23 January 2019

A USB keyboard to John Gross on 28 January 2019

An HP W2072a Monitor to Al Williams on 28 January 2019

An HP 1660 Laser printer to Charlie Trumbo on 04 February 2019

An HP 1012 Laser printer to Wally Gordon on 14 February 2019

### Scrap:

An HP Thin Client HSTNC-003-TC on 04 February 2019

An iMac 'Leopard' 2007 OS X All-In-One on 04 February 2019

Bill Scarpero has added his services to the Computer Recycling efforts in preparing mini-towers for additional additions.

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

The systems listed above, plus 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. Visit us at Manor North's Recycle Computer room on the fifth floor of Manor North 'J' building on Mondays only, after 1 p.m. and pick it up.

We are running low on laptops to work upon. We are seeking those no longer used 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.

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. (Take them to the Solid Waste Management Recycling center on Harrisburg Pike).

## 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 610-547-4615

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

### *Driverless Cars*



As of September 11, 2018 Apple now has 70 driverless cars approved for testing in California. These cars are being controlled by 139 approved drivers. Apple has been steadily increasing their number of driverless test cars and approved drivers in California since April of 2017.

Apple comes in at third place in California as follows:

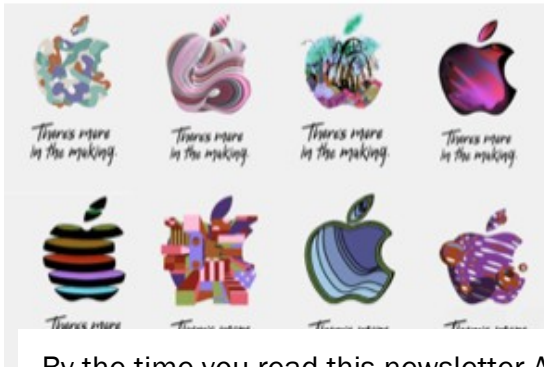
1. Cruise: 175 Vehicles and 467 drivers
2. Waymo (Alphabet Inc.): 88 Vehicles and 415 drivers
3. Apple: 70 Vehicles and 139 drivers
4. Tesla: 39 Vehicles and 92 drivers

## Apple Information (Continued)

How safe are driverless cars?

There have been fatalities as in a 2016 crash in Florida which killed the operator of a Tesla driverless car and the death of a 49 year old woman in Tempe, Arizona from an Uber vehicle in March of 2018. This proves that there is more work to be done to increase the safety of these vehicles. However, the general assumption is that the above companies will continue to improve their technology until the day that states such as California and Arizona fully allow driverless cars to be operated within their borders.

### *Newer iPads and MacBooks are Coming*



By the time you read this newsletter Apple will have had their October 30th event which will have unveiled two new iPad Pros and presumably a long awaited successor to the MacBook Air. Invitations to the Brooklyn, NY event have been sent out with various apple icon artwork (see the picture). It is being guessed at this time that a person will be able to do this kind of design with the new iPad Pro and the recently released iOS 12.1 software.

The iPad Pro<sub>s</sub> should also have 11 inch and 12.9 inch displays, have no home button, face ID capabilities and a switch over from a Lightning to a USB-C connector.

The new MacBook is to have a higher resolution Retina Display and thinner bezels. Port selections (connections) are anyone's guess at this point. Since it is replacing the MacBook Air, the price of it is to be on the lower end of the scale.

## 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. Classes are in the Cultural Center Education Room unless otherwise noted.**

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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 – Spring 2019

There is no charge for any of these classes. **Register using Event Registration. Classes are in the Cultural Center Education Room unless otherwise noted.**

#### 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.

#### Monday, March 4

10:00 a.m. – 11:00 a.m.

Presenter: Tony Poulos, Spring Run Resident

#### 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, March 6 and 13

10:00 a.m. – 11:00 a.m.

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

Presenter: Fred Connin, Manor North Resident

Class size: 6

**Computer Classes (continued)****(In Cultural Center Education Room unless shown otherwise)****Gmail - Questions and Answers**

This class is being presented in a new format where early registrants will be sent an email asking for email responses with questions about Gmail matters they would like covered in the class. The class will then focus on those questions, first received, first covered. If time permits, other questions may be raised and other information presented. Please verify you have a good email address in the online Resident Phone Directory.

**Thursday, March 21**

10:00 a.m. – 11:00 a.m.

Presenter: Sid Paskowitz, Spring Run Resident

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**Apple Basics**

This class is especially meant for those that own and love Apple laptops and desktops. Have you wondered about how to use some of the programs that come with an Apple computer such as Pages, Numbers and Keynote? An overview of these programs will be given along with the fundamentals of using the desktop, the finder document system and handling individual windows. All of the above mentioned programs can be downloaded to iPhones and iPads. A time slot will be allotted for participant questions.

**Tuesday April 2**

10:00 a.m. -12:00 p.m.

Presenter: Steve Lynn, Manor Resident

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**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, April 3 and 10**

10:00 a.m. – 11:00 a.m.

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

Presenter: Fred Connin, Manor North Resident

Class size: 6

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**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.

**Wednesday, April 10**

1:30 p.m. – 2:30 p.m.

Cultural Center Theater

Instructor: Tony Poulos, Spring Run Resident

**Planned Computer Classes (Continued)****Managing the Modem and Router in Your Network**

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

**Monday, April 29**

10:00 a.m. – 11:00 a.m.

Presenter: Tom Fleischmann, Spring Run Resident

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**Microsoft Word – Questions and Answers**

This class is being presented in a new format where early registrants will be sent an email asking for email responses with questions about Microsoft Word matters they would like covered in the class. The class will then focus on those questions, first received, first covered. If time permits, other questions may be raised and other information presented. Please verify you have a good email address in the online Resident Phone Directory.

**Wednesday, May 1**

1:30 p.m. – 3:00 p.m.

Presenter: Sid Paskowitz, Spring Run Resident

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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. Family Tree Maker and Ancestry.com are programs designed to help you learn more about your genealogy. **Use your own computer on dates scheduled between student and instructor after registration.**

Instructor: Bob McRobbie, Manor Resident

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**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. Experience with the basic functions of the software is a prerequisite.

**Use your own computer on dates scheduled between student and instructor after registration.**

Instructors: Carolyn Bugel and Tony Poulos, Spring Run Residents

## President's Pen (Continued)

**Lakes Manor and North Library Updates** These libraries are using a new computer system that allows much more information to be listed for each library item. The links in the upper right column of Information Central will take you to an updated listing of library holdings. The additional, new information is also displayed there. Searches can be used to locate library items containing a subject that is not included in the title.

**Another Reminder** If you get an unexpected pop-up on your computer telling you an update is available and if 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.

**Fake Emails** A day doesn't go by without someone at Willow Valley getting an email from someone they don't usually get emails from. They are almost always scams or contain malicious software.

**Don't open them. Don't click on their links. Don't call the phone numbers they display.** I continue to receive emails from someone who had passed away several years ago. *That makes me suspicious.* If you think the email might be real, call the sender on the phone using a phone number you know is valid.

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.

**Facial Recognition on Cell Phones** Recent tests have shown that facial recognition as a security feature on phones can be defeated by high end 3D printers that can produce a head of the person that set up the facial recognition protection. It looks like the race is on to see if advances in facial recognition software can beat advances in 3D printer technology.

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**Please note, Snopes.com has stated the following warning is false:**

**Cell Phone Safety** The following warning is presented because it includes cell phones:

Four Rules for Safely Refueling your car:

- 1) Turn off engine
- 2) Don't smoke
- 3) **Don't use your cell phone - leave it inside the vehicle or turn it off**
- 4) Don't re-enter your vehicle during fueling.

## President's Pen (Continued)

**Let Windows 10 updates install automatically. Do not manually update Windows 10 – you may inadvertently install an update that's not fully tested.** We have found recently that Microsoft is making pre-release Windows 10 updates available to Windows 10 users who don't want to wait for the final release version. Those pre-release updates are accessed by **Checking for updates** and clicking on the **Check for updates** button. Final release versions should load automatically on your computer without your needing to do anything. If you believe your Windows 10 is not updating automatically when it should, call one of the contacts listed at the top of the page in Information Central and ask for help.

If you're planning a presentation or class and don't want an update to occur during the presentation or class, check <https://www.howtogeek.com/224471/how-to-prevent-windows-10-from-automatically-downloading-updates/> for details on how to prevent the update from occurring.

### TiVo update

The TiVo Roamio OTA had been the only TiVo unit “authorized” by Senior TV for use at Willow Valley. It was discontinued several months ago. Senior TV has not provided a recommendation on what unit we should be using. Recently, TiVo released a new model to the current Bolt line, the TiVo Bolt OTA. Willow Valley has tested it and found it doesn't work with our Senior TV signals.

Residents wishing to purchase a new TiVo should buy the TiVo Bolt VOX with either the 500 GB hard drive or the 1 TB hard drive. Unfortunately, there's a significant increase in price. The Roamio OTA with lifetime service and a 1 TB hard drive was available for \$350–\$400. The Bolt VOX with lifetime service and a 500 GB hard drive is \$750 (\$200 + \$550). It's also available with a monthly plan for \$15/month with a 1 year commitment or an annual plan for \$150.

**Beware!!** *HotHardware.com* has reported: “Amazon Shreds User Privacy By Sharing Personal Alexa Voice And Data Recordings” which should serve as a warning that anything we say or do that involves the Cloud is susceptible to capture and sharing.

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**Backup files** Please remember to periodically back up your important files to a flash drive or external hard drive. You never know when a computer might have a problem, and being able to put those saved files on a replacement computer can save a lot to time, money and headaches.

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### Microsoft News

**Windows 7 extended support will end on January 14, 2020. Office 2010 support will end on October 13, 2020.**

The next major update to Windows 10 is codenamed 19H1. Microsoft has committed to upgrading Windows 10 twice each year. The 19H1 build will be the first for 2019 when it rolls out, presumably sometime this spring.

Microsoft CEO has said Cortana will never be able to compete with Alexa. He wants Cortana be a valuable skill that works with Google Assistant and other applications.

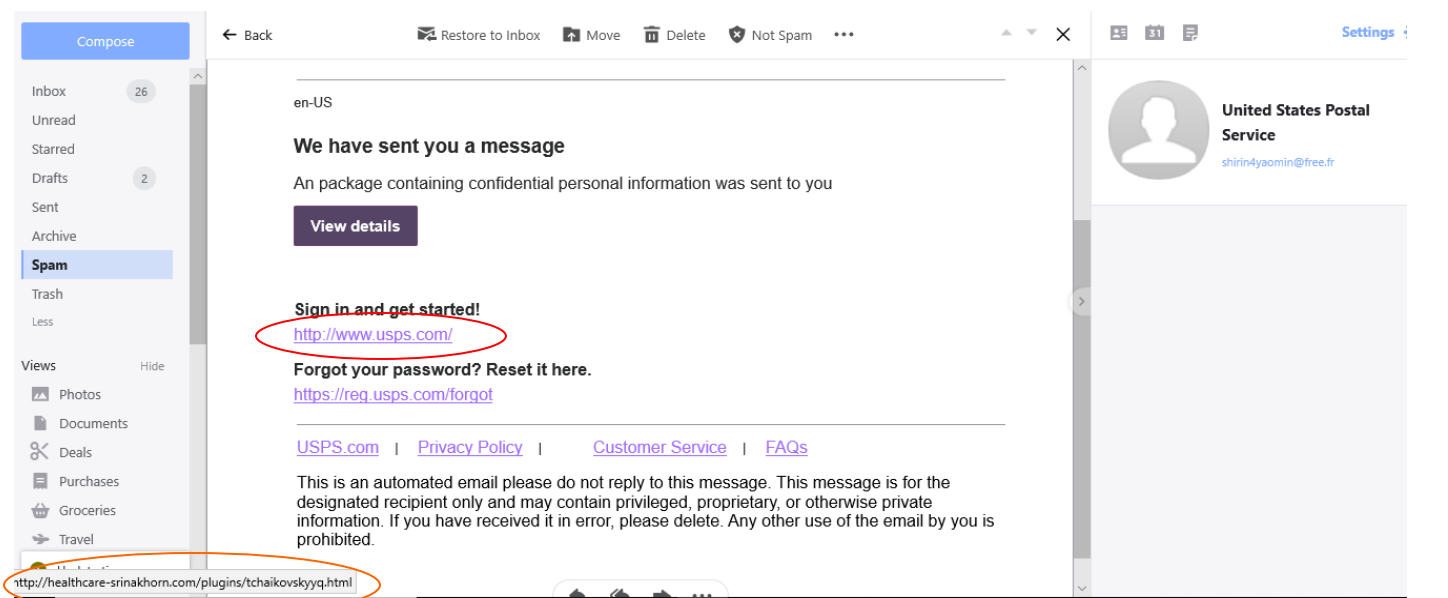
Microsoft announced the end date for Windows 10 Mobile support as it focuses on Android and iOS. The final end date for Windows 10 Mobile support: December 10<sup>th</sup>, 2019. The last major release of Windows 10 Mobile occurred in October 2017, and Microsoft has only provided security updates since that time. Microsoft *recommends that customers move to a supported Android or iOS device*. Microsoft is winding down its Windows 10 Mobile operations and beefing up its apps and services for Android and iOS. Microsoft apps/services like Bing, Cortana, OneDrive, Office 365, Xbox, Edge are readily available for Android and iOS.

Microsoft has made no bones about embracing subscription services for their products. Office 365 has largely phased out its perpetual licensed counterpart - e.g. Office 2019 - by enticing users with a low up-front cost, continual updates, and additional perks utilizing Microsoft's cloud services

Stop using Internet Explorer. Use more modern browser such as Edge, Firefox, Chrome,

If you find you have problems with certain web pages, try accessing the page with a different browser (e.g., Edge, Firefox, Chrome, Safari). You might consider having more than one browser on your taskbar to facilitate the change. Also, if you have a problem reading a file such as the PDF file used for this newsletter, try reading the file with a different PDF reader. Default applications for accessing different file types can be set by typing **Choose a default app for each type of file** in the search box at the bottom left of the screen and then scrolling down to the name of the file extension (e.g., .PDF) to see your choices to read that type of file. We have found **Adobe Reader DC** works well with reading our newsletters. If you don't have Adobe Reader DC, you can download it at no cost at <https://get.adobe.com/reader>.

**Email Scam Example** Below is an image of a scam Amazon Order Status Email that indicates it was sent by the US Postal Service. A quick way to show it is a scam was to put the cursor over the link in the red oval below. The address that then displays in the status bar in the orange oval below shows the true link is bogus and not to usps.com.



## Planned RENAISSANCE COMPUTER CLASSES – Summer 2019

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.

There is no charge for any of these classes. **Register using Event Registration. Classes are in the Cultural Center Education Room unless otherwise noted.**

Note: For the Summer 2019 Renaissance Classes we have three new classes:

- (1) Windows Speech Recognition
- (2) Safe and Effective Internet Search
- (3) Apple Security

### Gmail - Questions and Answers

This class is being presented in a new format where early registrants will be sent an email asking for email responses with questions about Gmail matters they would like covered in the class. The class will then focus on those questions, first received, first covered. If time permits, other questions may be raised and other information presented. Please verify you have a good email address in the online Resident Phone Directory.

#### Wednesday, June 5th

1:30 pm – 2:30 pm

Presenter: Sid Paskowitz, Spring Run Resident

## Planned Computer Classes (Continued)

### Apple Security

Security is a big issue today as hackers become smarter and more sophisticated in their attacks on us. This presentation will offer pointers on how to stay safe while using an Apple device whether it is a desktop, laptop, iPad or iPhone.

**Monday, June 10th**

1:30pm – 3:00pm

Presenter: Steve Lynn, Manor Resident

### 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, June 13th**

**1:30 pm – 2:30 pm**

Presenter: Tony Poulos, Spring Run Resident

### Safe and Effective Internet Search

The Internet has trove of information - good, bad and ugly!

We will show you a few searches you can do safely using the Google search Spring Run Resident Engine. Google is the search engine on the public computers used throughout Willow Valley. The goal of this course is to teach some techniques to speed your basic searches like definition of words, news, vacation spots, and more. In addition, we will share some safety measures while searching.

**Monday, June 24<sup>th</sup>**

10:00 am – 11:30am

Presenters: Carolyn Bugel, Spring Run Resident and Jay Shah, Manor North Resident

### Microsoft Word – Questions and Answers

This class is being presented in a new format where early registrants will be sent an email asking for email responses with questions about Microsoft Word matters they would like covered in the class. The class will then focus on those questions, first received, first covered. If time permits, other questions may be raised and other information presented. Please verify you have a good email address in the online Resident Phone Directory.

**Monday, July 8th**

1:30 p.m. – 2:30 p.m.

Presenter: Sid Paskowitz, Spring Run Resident

## Planned Computer Classes (Continued)

### Windows Speech Recognition

Due to popular demand, this class will cover the presentation made at the February 7, 2019 Computer Club meeting for those who were unable to attend or have questions about Windows Speech Recognition. Windows Speech Recognition can be a powerful assistance tool if you have dexterity problems, limited typing skills or hand tremors.

#### Tuesday, July 16th

1:30 p.m. – 2:30 p.m.

Presenter: Sid Paskowitz, Spring Run Resident

### 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.

#### Wednesday, July 24th

1:30 pm – 2:30 pm

Cultural Center Theatre

Instructor: Tony Poulos, Spring Run Resident

### Windows 10 – Questions and Answers

This class is being presented in a new format where early registrants will be sent an email asking for email responses with questions about Windows 10 matters they would like covered in the class. The class will then focus on those questions, first received, first covered. If time permits, other questions may be raised and other information presented. Please verify you have a good email address in the online Resident Phone Directory.

#### Monday, August 5th

1:30 p.m. – 3:00 p.m.

Presenter: Sid Paskowitz, Spring Run Resident

### 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.

#### Thursday, August 22nd

10:00 a.m. – 11:00 a.m.

Presenter: Tom Fleischmann, Spring Run Resident

## Planned Computer Classes (Continued)

### **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. Family Tree Maker and Ancestry.com are programs designed to help you learn more about your genealogy using your own computer. **Use your own computer on 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.**

Instructor: Carolyn Bugel, Spring Run Resident