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# Willow Valley Computer Club Newsletter

## Upcoming Computer Club Meeting Programs

Sept. 5 – Bob Davis, “WV Information Technology Update”  
 Oct. 3 – John Wrighe, “Robotics”  
 Nov. 7 – Al Williams, “Social Media” (\*Manor North Auditorium)  
 Dec. 6 – Tony Poulos, “Time to Upgrade Your System”

No July or August (Summer) meetings

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

## Quick Notes

- Ed Dahrsnin’s recycle team needs laptops, **printers** and USB keyboards
- See page 20 for current *Renaissance* classes and page 12 for planned classes

## The President’s Pen by Sid Paskowitz

**Membership** As of this writing, your Computer Club has 633 paid members including 471 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).

**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 more than **230** computer systems to local community support organizations. Working **computer printers are urgently needed.**

**Patience!!!** We continue to get phone calls and emails 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 installing. 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.

*Continued on page 2)*

(Continued from page 1)

## President's Pen (Continued)

### **Mozilla Disclosed a Serious Firefox Security Exploit. Update Your Browser Now.**

The Computer Club suggests Firefox as a preferred browser. Firefox is a safer browser meaning that it is more hack proof (not absolutely hack proof, just more hack proof than most). Chrome no longer blocks ad trackers of any type. This means that all of your browsing is tracked and that your privacy is not respected.

**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).

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.

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.

**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.

Stop using Internet Explorer or Chrome. Use the Club's preferred Firefox.

Windows 10 update now provides options on how updates will be installed. This will make it easier to defer an update if you are not ready to have it installed.

**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 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

## 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)

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.

**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. Do not back up your files after your computer has been compromised. That can cause your backup drive to be compromised as well. Get professional help if your computer has been compromised.

## Reviewer Acknowledgment

The following individuals kindly reviewed this issue:  
Chuck Smith Steve Lynn Al Williams Ed Dahrsnin Tony Poulos

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 updates to CCleaner include 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 -Tools to uninstall Avast if Avast has been installed.

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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.

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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.

## 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 phone 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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## Technical

**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** Ed Dahrsnin and his computer recycling team have an inventory of Windows 10 PCs that are available FREE TO COMPUTER CLUB MEMBERS. We encourage all PC users to use 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.

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.

## Technical (Continued)

**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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**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.

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Microsoft says machines running the Windows 10 April 2018 will stop receiving security updates in mid-November. This is a preemptive move by Microsoft to ensure that Windows users are running the most up-to-date and secured version of Windows 10.

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**Restore Point** Al Williams has written a beneficial article on how to remove software that you tried and no longer want on your computer. You have to set up your computer before hand. His easy-to-follow instructions can be found by left-clicking on the link to **Restore Point** in the left column in Information Central.

## The Equipment Corner by Ed Dahrsnin

### PC Hardware Recycling report of 19 June 2019

717 Systems have been worked upon to this date.

270 Computers have been given to Outside Groups, as of 26 May 2019

#### Systems available (FREE) for Club Members:

*Note: Tower systems include a tower, monitor, printer, keyboard, mouse and all cabling.*

*Laptops include a power adapter with unit, no printer or mouse.*

System 572 (Dell Inspiron E1705-73N69C1) Laptop Available 27 March 2019

System 576 (HP Pavilion dv7-CNF0172VHQ) Laptop Available 06 February 2019

System 651 (HP Pavilion dv4-CND9095D71) Laptop Available 06 February 2019

System 652 (HP Pavilion dv7-CND9061CNL) Laptop Available 37 March 2019

System 655 (Toshiba Satellite C55B-PSCMLU) Laptop Available 30 January 2019

System 672 (HP EliteBook 8570p-5CB2520200F) Laptop Available 29 January 2019

System 684 (Toshiba Satellite A305D-PSAHOU) Laptop Available 25 February 2019

System 695 (eMachines EL1360G-PTND5P) Tower Available 29 April 2019

System 701 (HP Pro 3500-MXL3100F1M) Tower Win 10 Pro (x64) This unit available 15 April 2019

System 706 (HP Compaq 6200 Pro-MXL21101Y1) Tower Win 10 Pro (x64) This unit available 29 April 2019

System 707 (Gigabyte Technology EP35-DS3L) Tower Win 10 Pro (x64) This unit available 29 April 2019

System 708 (HP p6623w-4CE03403XK) Tower Win 10 Pro (x64) This unit available 29 April 2019

System 710 (Gigabyte Technology GA-A55M-DS2) Tower Win 10 Pro (x64) This unit available 13 April 2019

System 711 (HP HPE-5102-2MD1260033) Tower Win 10 Pro (x64) This unit available 13 April 2019

System 713 (HP Pavilion TS15 Notebook-5CN4091R2N) Laptop Available 22 May 2019

System 714 (HP ProBook 650-G1-CNU4229LF2) Laptop Available 06 June 2019

System 716 (HP Elite ProBook 8470p-CNU3349ZNS) Laptop Available 14 June 2019

System 717 (Toshiba Satellite C55A-PSCFJU-00Q00F) Laptop Available 16 June 2019

iMAC 21 All-In-One unit

#### Systems passed on:

System 678 (HP Pavilion g7-CNF1119BND) Laptop to Audrey Class on 17 June 2019

System 704 (Dell Inspiron 1764-A01-2D6HLL1) Laptop to Cathy Thorn on 03 June 2019

System 709 (Dell Inspiron 5748-B37K332) Tower Win 10 Home (x64) This unit to Gary Staton on 13 May 2013

#### Items passed on:

An HP 500-267C-MXX42307LJ Tower only to John Gross on 20 May 2019

A Dell SG2310F monitor and a VGA cable to Marie Curry on 03 June 2019

Leader Electronic 12 Volt power adapter to Sally Goodhart on 17 June 2019

#### Scrap:

A Dell DCMF Tower on 20 May 2019

An HP Pavilion a000 tower on 10 June 2019

A Dell Photo 720 printer on 17 June 2019

#### Wanted:

##### USB mice and USB Keyboards

Laptops, with power adapters. We are seeking those no longer-used units that you may have in your storage cage or elsewhere.

Supermarket paper bags, with handles – similar to those from Darrenkamp's.

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

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

With the work of Bruce Thompson in the Computer Recycle Room, we 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 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 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. In addition to a main topic, each session will also include News & Views, Appalooza (the app for the month) and Tips & Tricks. **No meeting in July or August but will resume in September.**

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**Apple Store** For purchases, learning or help, 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 Help

- For help at Manor campus, call Steve Lynn at 610-547-4615.
  - For help at Lakes campus, email Ed Neff at [neff.ews@gmail.com](mailto:neff.ews@gmail.com).
  - Another recommended place for help with either MACs or PCs is TCW-GAV located at 254 South Esbenshade Road, Manheim, PA 17545. Website: [www.tcw-gav.com](http://www.tcw-gav.com) then select Home Services & Products and then Support & Repair.
  - Apple online help is at [getsupport.apple.com](http://getsupport.apple.com) where you can select specific devices and issues and then it will suggest several options for the solution.
  - AppleCare warranty service, call 1-800-692-7753
  - Telephone assistance for iMac, iPod or iPad, call 1-800-275-2273
  - Telephone assistance for iPhones, call 1-800-694-7466
  - Lastly, a person can Google the problem they are having and a list of suggested sites will be listed as possibilities for the answer.
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### Apple Newsletters

The Apple SIG group sends out its own newsletter which concentrates on Apple iOS and Mac devices and now has an email list of over 250 people. If you would like to add your name to the email list, notify me, Steve, with an email to [slynn15@icloud.com](mailto:slynn15@icloud.com) giving me your name and email address and any other information as you desire.

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### Apple Information from Steve Lynn

*One of the announcements to come out of Apple's World Wide Development Conference of June 3, 2019 event was "The end of iTunes after 18 years".*

This seems to be a bit jarring but after checking further one will learn that iTunes will morph into three other apps which are Apple Music, Apple Podcasts and Apple TV. This will take place when Apple's latest operating system, Catalina (see below), is offered to the general public later in the fall and it is downloaded into an individual's Apple laptop or Apple desktop computer.

It is obvious that the Apple Music app will take care of the music needs of people who were used to using iTunes for downloading and the playing of music. Next up, Apple Podcasts: Podcasts are episodes of a program available on the Internet. Podcasts are usually original audio or video recordings, but can also be recorded broadcasts of a television or radio program, a lecture, a performance, or other event. Finally, Apple TV brings together all the ways to watch TV into one app across iPhone, iPad, Apple TV and select Samsung smart TVs..

## Apple Information (Continued)

Some of you will ask what happens to backing up your iOS device to the laptop or desktop computer. The answer is that when you plug in your iOS device to the computer, the Finder application will open with the iOS device name appearing as an icon on the sidebar. Once the icon is opened, you should be able to follow instructions to do backups.

### *At the same event, Apple announced its new operating system, macOS Catalina.*

In order to download the new operating system your Mac desktop or laptop will have to meet the following requirements:

- MacBook (early 2015 or later)
- MacBook Air (mid 2012 or later)
- MacBook Pro (mid 2012 or later)
- Mac mini (late 2012 or later)
- iMac (late 2012 or later)
- iMac Pro (all models)
- Mac Pro (late 2013 or later)



People should keep in mind the possibility that some older apps may not work with Catalina due to an enhanced filing system (64 bit architecture) which Apple will be using. The file system has been a work in progress for some time but some third party vendors have been slow in implementing the same file system in their apps. There are several ways in which a person can check to see which apps might be affected on their computers and several ways in which people can try to upgrade those same apps. This topic will be discussed in upcoming Apple SIG meetings so as to prepare residents for this situation. Please attend if you think that this situation affects you. For this reason and for the practical reason that it's best for initial bugs to be ironed out, the Apple SIG group is recommending that users wait until at least the first upgrade of Catalina, i.e., version 10.15.1, is disseminated before downloading Catalina.

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Any comments on the above information shown in the Apple section would be greatly appreciated by myself. Also, you are welcome at any time to make suggestions for other topics that you would like to see in upcoming issues. Send responses to me at [slynnner15@icloud.com](mailto:slynnner15@icloud.com).

## President's Pen (Continued)

### 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.

### Microsoft News

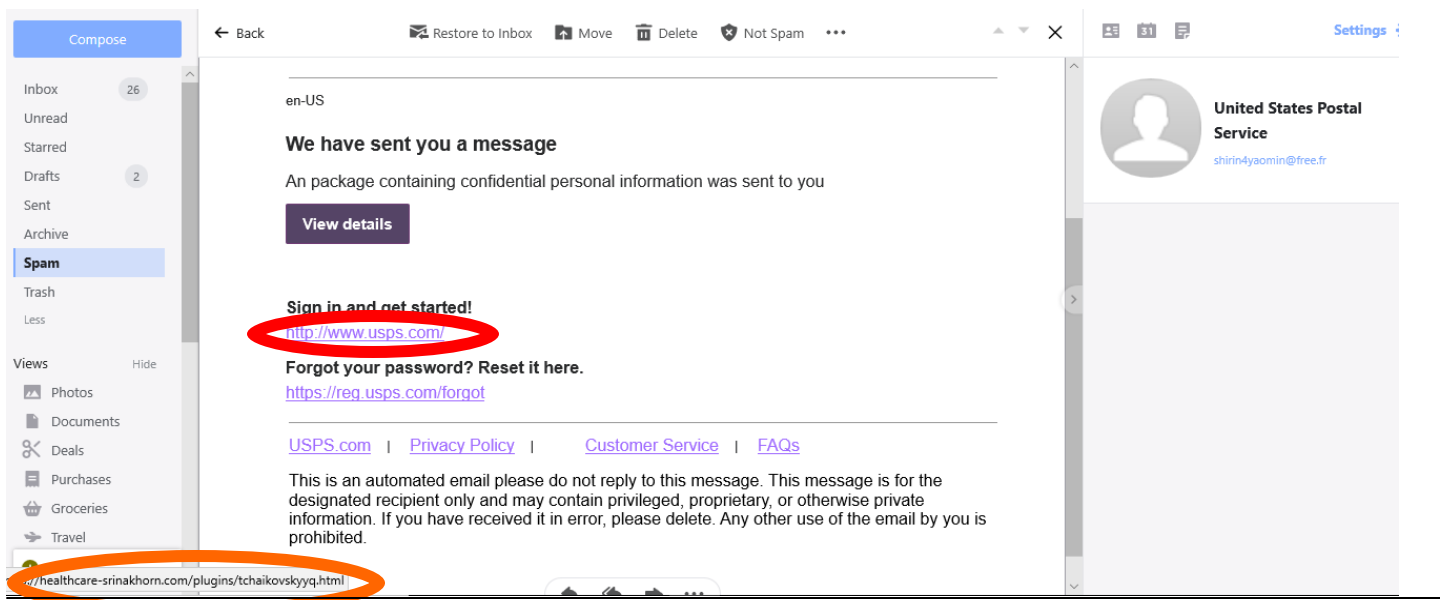
**Windows 7 extended support will end on January 14, 2020. Office 2010 support will end on October 13, 2020.**

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.

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 – Fall 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.**

### 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.

#### Monday, September 9th

1:30 p.m. – 2:30 p.m.

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

**Planned Renaissance Computer Classes (Continued)****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.

**Wednesday, September 11th****10:00 am – 11:00 am**

Cultural Center Education Room

Presenter: Tony Poulos, Spring Run resident

Cost: no charge

Registration is required using Event Registration

**Gmail - Questions and Answers**

Early registrants will be sent an email asking for email responses containing 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, September 26th****10:00 am – 11:00 am**

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

**Microsoft Word – Questions and Answers**

Early registrants will be sent an email asking for email responses containing 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, October 16th****10:00 am – 11:00 am**

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

**Planned Renaissance Computer Classes (Continued)****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 Google. Google is a search engine on the public computers used throughout Willow Valley. The goal of this course is to teach you some techniques to improve your searches such as definitions of words, news, vacation spots and much more. In addition, residents will learn safety measures while searching.

**Monday, October 21st**

1:30 pm – 3:00 pm

Cultural Center Education Room

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

**Wednesday, October 23rd**

10:00 am – 11:30 am

Cultural Center Theatre

Instructor: Tony Poulos, Spring Run Resident

Cost: No charge

Registration is required using Event Registration

**Planned Renaissance Computer Classes (Continued)****Apple Basics & Intermediate**

This course is for those Apple users that want to learn more about Apple's key programs Pages, Numbers and Keynote. These programs are included free-of-charge with every Apple desktop and laptop and can be downloaded free-of-charge into iPhones and iPads from the App Store. The programs are very effective in creating great looking documents, spreadsheets and slide show presentations. In addition to basic concepts, some intermediate techniques will be explored to make these programs even more worthwhile and appeal to those that are somewhat beyond the basics. Those that feel they are not technically oriented need not worry as there will be plenty of time during and after presentation to have your questions answered.

**Thursday, October 31st**

10:00 am – 11:30am

Cultural Center Education Room

Presenter: Steve Lynn, Manor Resident

Cost: no charge

Registration is required using Event Registration

**Managing the Modem and Router in Your Network**

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

**Wednesday, November 20th**

1:30 pm – 2:30pm

Cultural Center Education Room

Presenter: Tom Fleischmann, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

**Windows 10 – Questions and Answers**

Early registrants will be sent an email asking for email responses containing 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.

**Wednesday, December 4th**

1:30 p.m. – 3:00 p.m.

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

**Planned Renaissance Computer Classes (Continued)****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 18<sup>th</sup> and 25<sup>th</sup>**

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

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, October 9<sup>th</sup> and 16<sup>th</sup>**

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

Cost: no charge

**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 6<sup>th</sup> and 13<sup>th</sup>**

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

Cost: no charge

Registration is required using Event Registration

Class size: 6

**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

Cost: no charge

Registration is required using Event Registration

## Planned Renaissance Computer Classes (Continued)

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

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

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

Instructors: Carolyn Bugel, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

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### Proton VPN

You've read about the data breaches. They seem to happen again and again. You've read about other Internet problems. It probably seems like there is nothing that you can do to protect your data. There are several steps that you can take. For example, if you are concerned about protecting your personal data while using any public Wi-Fi, you should use a Virtual Private Network (VPN) while using that public Wi-Fi. The Willow Valley Computer Club recommends ProtonVPN, which is a VPN provider. ProtonVPN has free and paid plans. The three plans, Free, Basic, and Plus, offer good speeds for Free, higher speeds for Basic and the highest speeds for Plus.

You may have the ProtonVPN app on any of your iPad, iPhone, PC, Linux, or Windows machines (devices). If you are using the Free plan, you may use ProtonVPN on only 1 machine (device) at a time. If you purchased the Basic plan, you may use ProtonVPN on 2 devices at the same time. Finally, if you purchased the Plus Plan, you may use ProtonVPN on 5 devices at the same time.

ProtonVPN has gone to great lengths to make the steps for installing and using their service as easy as possible. The several steps to install ProtonVPN are provided to ensure that you have the needed details for a successful installation. To use ProtonVPN requires only three steps. Here are all the steps:

#### INSTALLATION:

1. Using your browser, go to <https://protonvpn.com>
2. In the webpage that appears, click on the green button that says "GET PROTONVPN NOW"
3. In the new webpage that appears, select one of the plans that are offered: Free, Basic, or Plus
4. In the next webpage, enter your email address. If you already have a ProtonMail account, click on the link provided and follow the instructions.

## VPN Information (Continued)

5. Assuming that you do not have a ProtonMail account, click on Get ProtonVPN Free.
6. In the next webpage, enter the Verification Code that ProtonVPN sent you by email.
7. In the next webpage, enter the username that you want to use and the password that you want to use. Use a strong password. Then, click the COMPLETE button. You'll receive a Welcome email from ProtonVPN.
8. In the next webpage, you'll see a message "Thank you for choosing ProtonVPN!" Click on the red DOWNLOAD button to download the ProtonVPN app.
9. ProtonVPN will run on Windows or Mac or Linux. ProtonVPN provides installers for Windows and Mac; for Linux, manual installation of ProtonVPN is required. Click on DOWNLOAD FOR WINDOWS or DOWNLOAD for MACOS. For most people the Windows choice is correct. Clicking on Other Platforms will take you to the webpage that leads to the instructions for installing Linux.
10. After clicking on DOWNLOAD FOR WINDOWS, which most users will select, click the Save File button on the small window that appears. The installer for ProtonVPN will be downloaded.
11. Double click the downloaded installer to start the installation of ProtonVPN. Follow the instructions. Provide your username and password when requested. Write down the openvpn login and password for later use. You will need that openvpn information if you put ProtonVPN on an additional computer or on your cell phone.
12. The installation is now complete.

### USAGE:

1. Double click the ProtonVPN icon on the desktop. The ProtonVPN app's window appears.
2. Click on the Quick Connect button. You are now using ProtonVPN.
3. When done, click on the Disconnect button. You are no longer using ProtonVPN. Click on the X button in the upper right of the window to close the ProtonVPN app's window.

### UPDATES:

ProtonVPN provides update notifications the app's window along the bottom edge on the left side. When an update is available, click on the button and follow the instructions to install the update. If you're using ProtonVPN at the time, you'll want to wait to do the update until you have finished using ProtonVPN.

## How to Bullet-Proof Your Email

by Al Williams

You may have heard that almost all email providers are set up so that emails that people send can be read by the people to whom they were sent and also by other anonymous people. Google's gmail is an example of such an email provider. When you use gmail, your email is encrypted from your computer to Google's gmail server where it is decrypted and sits on the server. An encrypted copy of your email is then sent to every intended recipient. The decrypted copy of your email continues to sit on the server.

If that concerns you, then you should use an email provider that does not decrypt your email at any point in the transmission of the email or at any other time. ProtonMail is such a provider. ProtonMail was initially developed to support journalists and activists who need email that can be read only by the intended recipient(s). To provide that support ProtonMail offers free ProtonMail accounts that do not require ANY registration information. Anyone may get a ProtonMail account. These accounts provide all the basic email features. ProtonMail also offers paid accounts which provide more features.

To get a ProtonMail account, go to <https://protonmail.com/signup>. The FREE offering is at the top of the list. Click on the down arrow on the right hand side and then click on SELECT FREE PLAN.

In the new web page that appears, enter the UserName that you want to use. Also enter the *password* you want to use (twice). You really should provide a recovery email so that you recover your account in case you get locked out or forget your password.

Answer the *Are you human?* question by entering your recovery email address and clicking on SEND. After receiving the Verification email from ProtonMail, enter the verification code sent in the email into the box on the webpage, below the *Verification code sent* text box. A window displaying ProtonMail actions as your email account is setup is followed by a *Welcome to ProtonMail* window. This window shows the name that will be used in your email's *From* box. You may change it if you wish. Click on FINISH. Your new ProtonMail email account will then appear in your web browser.

Click on the *Next Tip* box to see a short tutorial on how to use your new account. The tutorial also contains tips on how to keep your ProtonMail account safe.

To log out, click on your UserName in the upper right hand corner and click on LOGOUT in the drop down menu.

To log in, enter <https://protonmail.com/login> into your browser's URL box. Enter your UserName and Password in the boxes and click LOGIN.

ProtonMail apps are available for iPhones and Android phones.

PLEASE NOTE: ProtonMail has no control over other email providers such as Google's gmail. If you send an email to a gmail address, your email will sit unencrypted on the gmail server. However, email sent to other ProtonMail email addresses will remain totally encrypted at all times. To keep your email encrypted at all times, encourage each person to whom you are sending emails to also get a ProtonMail email address.

Are you wondering if you have a use for safe and secure email? Here's an example of a use. If you are concerned about talking about health or finances with family members using your current email, ProtonMail provides a safe and secure way to communicate. Remember, your family members must also be using ProtonMail in order to keep your emails safe and secure.

## Computer Classes

The classes listed below are sponsored by the Computer Club. To register for a class, use your web browser (Edge, Safari 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 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. **Classes are in the Cultural Center Education Room unless otherwise noted.**

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### Renaissance Computer Classes – Summer 2019

#### **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

#### **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

## Computer Classes (Continued)

### 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

## 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

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