

Inside this issue:

Upcoming Programs	1
Help with PCs	2
The Leadership	3
Actions	4
Warnings	5
Technical	6
Equipment Corner	8
Apple Info	9
Computer Classes	12
WV Secure Email	17

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”

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 12 for *Renaissance* computer classes
- Some important information from prior newsletters is repeated in this newsletter

The President’s Pen by Sid Paskowitz

Membership As of this writing, your Computer Club has 644 paid members including 480 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.

Special Note for Windows 7 or Windows 8 Users Willow Gables Resident Carolyn Henderson followed the guidance at <https://www.howtogeek.com/266072/you-can-still-get-windows-10-for-free-with-a-windows-7-8-or-8.1-key/> and successfully upgraded her computer from Windows 7 to Windows 10. She found it took a VERY long time. Her bookmarks were saved and her desktop looks like it did before the change. She did have to reset her new default browser from Edge to Firefox and she had some trouble running videos on Firefox. Videos worked using the Edge browser. Carolyn is willing to share her expertise with others who want to upgrade to Windows 10. Contact her at johnh15d@aol.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 **290** 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

Continued on page 2)

(Continued from page 1)

President's Pen (Continued)

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.

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.

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.

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

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, cloud 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 of 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. Tony Poulos uses Backblaze for his backup service.

Windows Defender will now be called Microsoft Defender, while Windows Defender Exploit Guard is now called Microsoft Defender Exploit Guard.

Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Wally Gordon Tony Poulos Jay Shah Steve Lynn Cathy Thorn Al Williams Chuck Smith 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.

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.

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!!!!!!!!!!!!!!!!!!!!**

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.

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.

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.

Jay Shah <jyanu@gmail.com> has recommended the following site for search engines you might like better than Google: https://www.fastcompany.com/90388493/these-5-great-alternative-search-engines-do-what-google-cant?utm_campaign=eem524%3A524%3As00%3A20190812_fc&utm_medium=Compass&utm_source=newsletter

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.

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.

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.

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.

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.

Microsoft says machines running 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 secure version of Windows 10.

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 Computer Club tile on the Resident Computer Intranet home page.

Gary Staton has recommended the use of *Patch My PC* (patchmypc.com). Al Williams reported: "I went to Options and selected Create Restore Point Pre-update, Disable Silent Install of Apps, and Enable Verbose Logging. The title of outdated apps is shown in red; installed apps that are up to date are shown in green."

The Equipment Corner by Ed Dahrsnin 21 August 2019

740 Systems have been worked upon to this date.

291 Computers have been given to Outside Groups, as of 05 August 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 576 (HP Pavilion dv7-CNF0172VHQ) Laptop Available 06 February 2019

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

System 733 (Dell Inspiron 560 00-8NM6BP1) Tower Available 01 July 2019

System 736 (HP DC6000-MXL12307N) Tower Available 22 July 2019

System 738 (Dell Inspiron 600m-47CCT71) Laptop Available 04 August 2019

System 739 (ASUSTeK X555 Lab 1.0-F9N0CV050188364) Laptop Available 07 August 2019

System 740 (Compaq Presario 2100-CNF4291V67) Laptop Available 08 August 2019

Systems passed on:

System 572 (Dell Inspiron E1705-73N69C1) Laptop To Tabor Community Services on 05 August 2019

System 655 (Toshiba Satellite C55B-PSCMLU) Laptop To John Curtis on 01 July 2019

System 694 (eMachines EL1360G-PTND5P) Tower This unit to Tabor Community Services 29 April 2019

System 695 (Toshiba Satellite A105-PSAA8U-1L502K Laptop This unit to Ann Kiscaden on 01 July 2019

System 712 (Dell Studio 1537 AO7-27GTLH1) Laptop To Tabor Community Services on 05 August 2019

System 714 (HP ProBook 650-G1-CNU4229LF2) Laptop To Dale Mellinger on 12 August 2019

System 715 (HP Pavilion dv5-CNR9144DP7) To Tabor Community Services on 05 August 2019

System 717 (Toshiba Satellite C55A-PSCFJU-00Q00F) Laptop To Ed Haddad on 01 July 2019c

System 718 (HP Pro 3500 Series-MXL403235Y) Tower To Tony Poulos on 15 July 2019

System 719 (HP p6610t-2MD0470VTC) Tower To Tabor Community Services on 05 August 2019

System 725 (HP ProBook 650 G1-CNV34798VK) Laptop to Homer Zeigler on 05 August 2019

System 727 (HP HPX16) Laptop To Tabor Community Services on 05 August 2019

System 728 (HP s5610y-MXX0400G9D) Tower To Tabor Community Services on 05 August 2019

System 729 (Dell Dimension E310-657KKB1) Tower To Tabor Community Services on 05 August 2019

System 732 (HP Z210 Workstation-2UA25205TS) Tower To Tabor Community Services on 05 August 2019

System 734 (Compaq Presario KT526AA) Tower To Tabor Community Services on 05 August 2019

System 735 (HP Compaq 6200 Pro MT-MXL21102YM) Tower To Tabor Community Services on 05 August 2019

System 737 (HP ProBook 650 G1-5CG43952R5) Laptop To Dale Mellinger on 12 August 2019

Items passed on:

An HDMI Cable and Ethernet cable to Dale Johnson on 22 July 2018

A USB mouse to Sid Paskowitz in July 2019

Scrap:

A Dell OptiPlex GX620 Tower on 22 July 2019

A Dell OptiPlex 755 Tower on 22 July 2019

An HP Pavilion Elite m9150f Tower on 22 July 2019

An HP Pavilion a6747c Tower on 22 July 2019

A Canon MG2922 Printer on 22 July 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 – like 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. **Meetings will resume in September.**

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. 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.

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.
 - 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 then select Home Services & Products and then Support & Repair.
 - Apple online help is at 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.
-

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 giving me your name and email address and any other information as you desire.

Apple Information from Steve Lynn

The following is an article from USA TODAY by Jefferson Graham dated August 18, 2019 at 7:48 p.m. ET

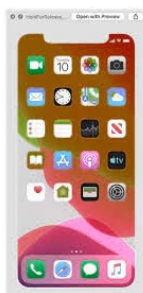
If it's mid-August, it's time to start the hype about new iPhones.

Apple traditionally announces new editions in early September at a media event on its Cupertino campus and releases the phones by the last week of the month.

Here's what we know (or think we know) so far:

•**DATE:** The media event is expected to be scheduled for Sept. 10. According to [iHelp BR](#), a Brazilian website, a screenshot in the latest edition of the iOS 13 beta software shipped to developers has a screenshot of the preview screen showing the 10th as the date. This could be wrong, but Apple has historically announced the new phones in the second week of September. We predict the phones will go on sale Sept. 20th.

Apple Information (Continued)



Screen shot from new iOS 13 software (Photo: iHELP BR)

- NAME:** The iPhone 11, iPhone 11 Pro and iPhone Pro Max are the names analysts peg as the replacements for the XR, XS and XS Max. Say them aloud a few times and see how easier 11 and 11 Pro roll off the tongue than XS and XS Max. (Of course, the proper pronunciation is 10 S and 10 S Max, but many fall for the X's instead.)

- SPECS:** More power, a slightly bigger screen and three cameras, instead of two, on the Pro versions, per [The Verge](#). Similar to editions of Samsung's Galaxy S10 and the upcoming Note 10, analysts see an addition of an ultra-wide-angle lens, to get more people into your selfie shot, on top of the existing wide-angle and medium portrait lens. The Pro Max is expected to have a larger, 6.1-inch screen, topping the 5.8-inch XS.

- PRICING:** Analysts expect Apple to have the same pricing as the current models, \$749, \$999 and \$1,099.

- AVAILABILITY:** Unlike the previous two years, which saw releases in September and November, analyst Daniel Ives of Wedbush Securities believes they will all be available in September this year.

- WHAT ABOUT 5G?** This year is about incremental improvements, while the bigger re-design is expected in 2020, with the release of an iPhone that works with the new 5G networks, [per 9to5 Mac](#). Apple will be a year late to the party. Samsung currently has a 5G edition of the Galaxy S10 available now, and a new Note 10 that works with 5G will be released on Aug. 23.

- WHAT ELSE WILL APPLE ANNOUNCE AT MEDIA EVENT?** A new updated Apple Watch is expected, along with pricing and a start date of the new Apple TV+ subscription service. Apple has said in the past only that the streaming service would debut in "the fall." The service is Apple's attempt to take on Netflix with original series and movies, featuring Jennifer Aniston, Reese Witherspoon, Steve Carrell and others.

The iPhone is the best-selling consumer device in the United States but has hit a rough patch, as consumers have fought back against paying higher prices for the phones. Apple also has to navigate its way through a new trade war being waged by the United States government with China, and new tariffs that are being placed on Apple products. A tariff on iPhones and computers was expected to kick in next month but got delayed until December.

Any comments on the above information shown in the Apple section would be 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 slynn15@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. When you are not using Alexa or Google Assistant, TURN THEM OFF by removing the power! Protect yourself. While using them, be careful what you say.

Microsoft News

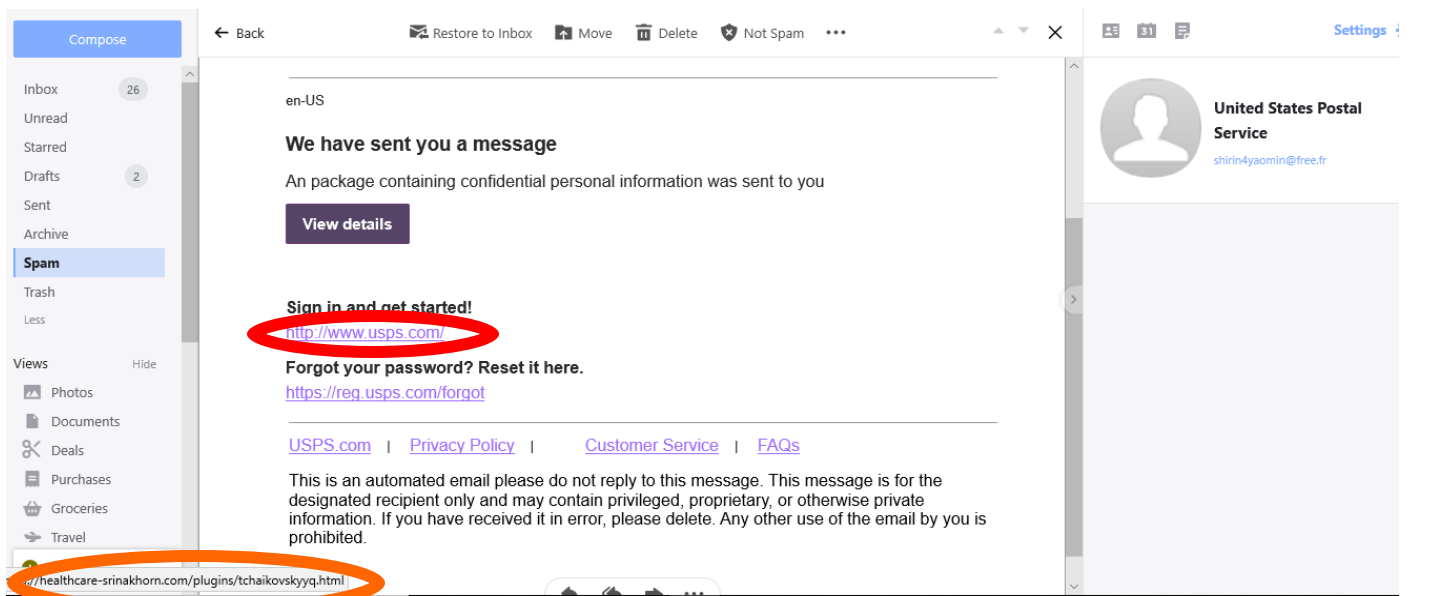
Windows 7 extended support will end on January 14, 2020. Office 2010 support will end on October 13, 2020.

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 10th, 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.



RENAISSANCE COMPUTER CLASSES

The following computer classes are or will be listed in the *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

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

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

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

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

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 18th and 25th

10:00 a.m. – 11:00 a.m.

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

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

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 9th and 16th

10:00 a.m. – 11:00 a.m.

North Computer Lab., 1st 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 6th and 13th

10:00 a.m. – 11:00 a.m.

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

Presenter: Fred Connin, Manor North Resident

Cost: no charge

Registration is required using Event Registration

Class size: 6

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

Willow Valley Secure Email

Willow Valley has implemented a secure email system which encrypts some emails sent by Willow Valley Team Members. The emails are automatically encrypted if they contain potentially sensitive information such as financial or medical data. An example of where an outgoing email might be unintentionally encrypted would occur if a message contained an apartment number that matched a serious illness Medicare condition code that privacy regulations prohibit from divulging without permission. If a Resident does receive an encrypted WV email, the following procedure describes how to deal with it. A couple of additional points should be noted: (1) If you get an encrypted email and set up a password for WV emails to your email address, make a note of the password in your password list. (2) If you have more than one email address that receives encrypted emails from WV, a separate password will be needed for each email account.

Secure Email from Willow Valley Communities

Willow Valley Communities has changed Email Spam Protection services to a company called MimeCast. Depending on the content, an email from a Willow Valley Communities Team Member may be Secure or Encrypted. This is being done for security reasons to protect medical information, Social Security Numbers, and Credit Card numbers. Below is what you will see if you receive a Secure Email from Willow Valley Communities.

Depending on the email content, you may receive a secure email from a Willow Valley Communities Team Member. The message for a Secure Email will be from postmaster@mimecast.com with the subject "You've been sent a secure message"

You've been sent a secure message

postmaster <postmaster@mimecast.com>

If this is the first time you are receiving a secure message from a Willow Valley Communities Team Member, you will also receive a second email from postmaster@mimecast.com with the subject "Secure Messaging password reminder"

In the body of the email, you will see your temporary password

Secure Messaging
Password Notification

mimecast

This is a password notification message for the Willow Valley Communities Secure Messaging service.

You received this notification for one of the following reasons:

1. You have been sent a secure message.
2. The system administrator has arranged access to the Secure Messaging service for you.
3. The system administrator has reset your password.
4. You requested a password reminder.

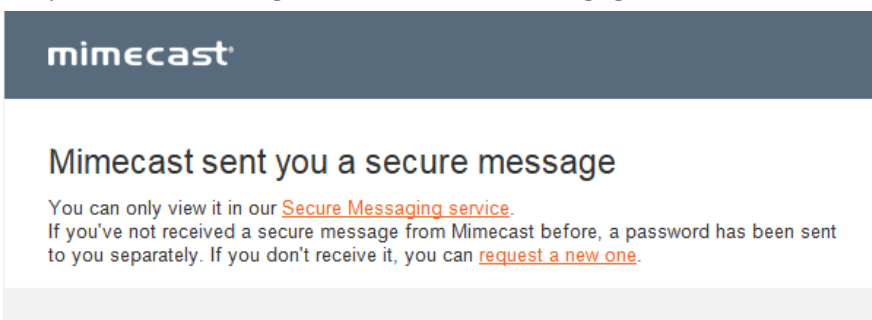
Please connect to the Secure Messaging service by clicking [here](#). You may be required to change your password immediately following login.

Login Information:

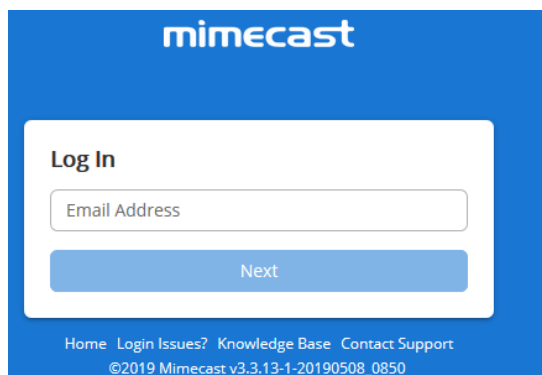
Email Address:

Password:

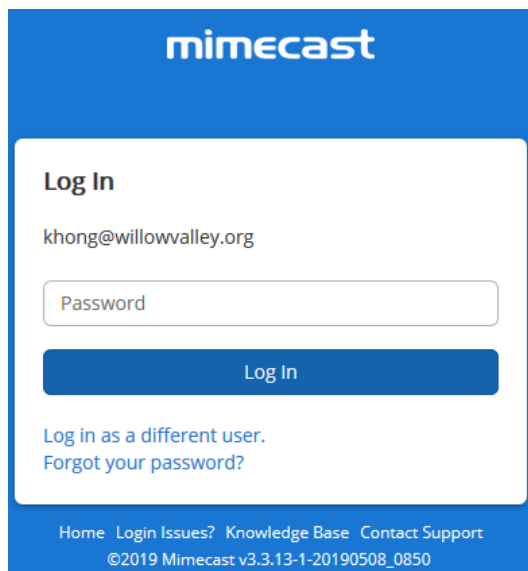
In the body of the secure message, click on the "Secure Messaging service" link.



Enter your email address

A screenshot of the Mimecast login page. The background is blue with the Mimecast logo at the top. A white box contains the "Log In" section. It has an input field labeled "Email Address" with the text "khong@willowvalley.org" entered. Below the input field is a blue button labeled "Next". At the bottom of the page, there are links for "Home", "Login Issues?", "Knowledge Base", and "Contact Support", along with the copyright notice "©2019 Mimecast v3.3.13-1-20190508_0850".

Enter your password

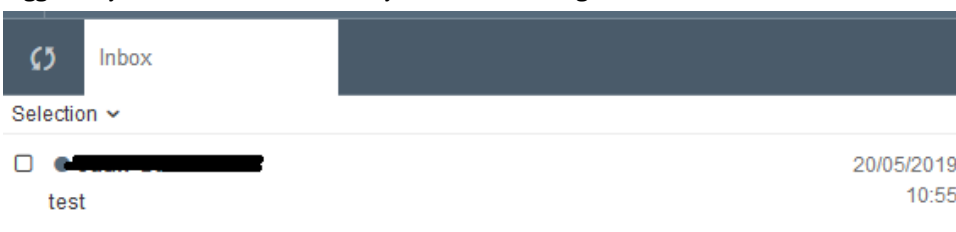
A screenshot of the Mimecast login page. The background is blue with the Mimecast logo at the top. A white box contains the "Log In" section. The email address "khong@willowvalley.org" is pre-filled in the input field above. Below it is a "Password" input field. A blue button labeled "Log In" is positioned below the password field. At the bottom of the white box, there are links for "Log in as a different user." and "Forgot your password?". At the bottom of the page, there are links for "Home", "Login Issues?", "Knowledge Base", and "Contact Support", along with the copyright notice "©2019 Mimecast v3.3.13-1-20190508_0850".

If you entered your temporary password. You will now be prompted to change the temporary password to a permanent one.
The Current Password is the temporary password.

Reset Password

- Minimum 10 characters
- Include at least one lowercase character (a-z)
- Include at least one uppercase character (A-Z)
- Include at least one numeric character (0-9)
- Include at least one non-alphanumeric (!@#\$.)
- New Password and Confirm Password must be the same

Once logged in, you will now be able to see your secure message.



Special announcement

Lessons Learned from my car accident

A presentation by Sid Paskowitz 3:00 p.m. Wednesday, September 4th, in the Spring Run Auditorium will provide important insights into issues all car drivers should be aware of. Included are how to deal with insurance companies and how to prevent being wrongfully accused in a car accident. Hopefully you will never need to apply the lessons learned, but just in case....