

Inside this issue:

Upcoming Programs	1
Help with PCs	1
The Leadership	3
Actions	4
Warnings	5
Technical	6
Equipment Corner	8
Apple Info	9
Upgrade to Windows 10	12
Computer Classes	15
COVID-19 Changes	19

Willow Valley Computer Club Newsletter

Upcoming Computer Club Meeting Programs

Due to COVID-19, physical meetings are cancelled until further notice. Club members have been invited to May Zoom meeting. If you have a Windows computer that you have not been able to upgrade to Windows 10 and you are a Computer Club member, contact Ed Dahrsnin and he will give you one. See page 8.

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—The Computer Club supports helper's use of TeamViewer.

- Ed Dahrsnin's recycle team needs **printers** and USB keyboards
- See page 15 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 694 paid members including 530 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.

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 **360** 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.

Computing device Help 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. Information on help with Apple computers is displayed in the center column of 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). Also, 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.

Limit using Internet Explorer, Edge 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.

Windows 7 and Office 2010 End-of-Life

Microsoft has announced Windows 7 and Office 2010 software would no longer receive updates, including security updates. Computer Club members can get Windows 10 computers from Ed Dahrsnin. See pages 8 and 12.

Computer Club Leadership

Officers

President: Sid Paskowitz

Vice President: Peter Scott

Secretary: Gary Staton

Treasurer: Lee Wermuth

Community Representatives

Manor North: Charlie Trumbo

Lakes Manor: Bruce Mawson

Providence Park: Peter Scott

Willow Gables: Cathy Thorn

Garden Apartments: Al Williams

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:

Chairperson Bob Kline

Representative Ed Neff

North Computer Lab Coordinator:

Lee Wermuth

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. Then, eject the drive and disconnect it from your computer so that those backed up files cannot be compromised. 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. Al Williams uses Amazon Web Services for his backup service.

Want a quick way to open a dictation window? Press the Windows key + H. It might be useful for emails or word processing.

Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Chuck Smith Gary Staton Peter Scott Bob Kline Al Williams Tony Poulos Ed Neff Jay Shah
Cathy Thorn 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 Issues Some updates to CCleaner include **checked** boxes that allow the CCleaner update to install *Avast* or the CCleaner browser. Uncheck those boxes. We have found the *Avast* software to be a memory hog and a program that interferes with protections that Windows provides. Use CCleaner -Tools to uninstall Avast if Avast has been installed. We don't have any experience or knowledge about Ccleaner browser and, at this time, recommend not installing it.

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 that performs better and provides features that we think are needed. 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. Experience with the Google store demonstrates that being skeptical can have its virtues.

Even Linux can be infected with malware. Malware authors write malware for the most popular operating systems. That does not mean that there is an operating system that is not attacked by malware. Although there are very few malware programs for Linux, they do exist. An example is Linux.MulDrop.14. If you use Linux (Debian, Ubuntu, etc.), either the Sophos or the ClamAV anti-virus programs are recommended.

HotHardware has reported: "the end is near for the Windows 10 October 2018 Update. Microsoft has updated its support page to indicate that the operating system will no longer be supported as of May 12th, 2020. After that point, systems running Windows 10 1809 will no longer receive security updates, which is a big deal considering the numerous threats that are lurking out there on the internet."

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. See page 12 for upgrade instructions.

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 periodically flashes 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. For example, if you want to watch Netflix on your computer using a browser, Chrome will be required. Other websites also require Chrome in order for the web site to work properly. But note, we do not recommend Chrome as a preferred browser. If you are using a Linux distribution, the Chrome equivalent is Chromium.

Microsoft says machines running Windows 10 April 2018 would 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."

PC Hardware Recycling report of 15 April 2020 – Ed Dahrsnin

826 Systems have been worked upon to this date.

364 Computers have been given to Outside Groups, as of 27 March 2020.

NOTE: The Computer Recycle Room is closed until the Covid-19 crisis is over.

Systems available (FREE) for Club Members:

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

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

Contact Ed Dahrsnin 717-464-6591 for on how to obtain these units

Tower Systems Available: All are Windows 10 Pro

System (HP Pro 3500 Series-MXL42106N2) Tower available 09 April 2020

System (HP Pro 3500 Series-MXL42106LB) Tower available 09 April 2020

System (HP Pavilion A6030N-CNX7123J) Tower available 09 April 2020

Laptop Units Available: All are Windows 10 Pro

System 616 (HP Pavilion dv7-CND8415335) Laptop available 26 March 2020

System 776 (HP ProBook 650 G1-5CG5201GPV) Laptop available 13 March 2020

System 809 (HP EliteBook 8570p-5CB250200T) Laptop available 28 February 2020

System 811 (Sony VAIO VPCEH37FX) Laptop available 11 March 2020

System 812 (HP EliteBook 8570p-5CB250200Q) Laptop available 13 March 2020

System 813 (HP ProBook 4540s-2CE3020TN8) Laptop available 13 March 2020

System 814 (HP EliteBook 8570p-5CE2510X3F) Laptop available 13 March 2020

System 816 (HP ProBook 6560b-4CZ146046X) Laptop available 18 March 2020

System 821 (Clevo P170EM) Laptop available 16 March 2020

System 822 (HP ProBook 6560b-4CZ14604CM) Laptop available 11 March 2020

System 824 (Dell Studio 1558 A12-FHNQXL1) Laptop available 08 April 2020

System 825 (Dell Inspiron 15-3558-FP3G1F2) laptop available 08 April 2020

System 826 (Dell Inspiron E1705-MP061-BCCZp91) Laptop available 10 April 2020

All laptops have a minimum of approximately 4 GB of RAM. If a club member wants additional RAM, they shall pay for the added RAM. The Recycle group will procure the RAM and install it.

If a Club Member wants work done on their personal systems, they are to pay for any additional parts. A donation to the computer club would also be appreciated.

Systems passed on:

System 793 (Gateway M-6843-T4A85R101144) Laptop to Tabor Community Services on 27 March 2020

System 800 (HP 2000 Notebook PC-5CG3201PR7) Laptop to Tabor Community Services on 27 March 2020

System 803 (Samsung RV520-GZZX93TB500993) Laptop to Kathryn Doherty as a raffle prize, on 05 March 2020

System 804 (Toshiba Tecra M2-PTM20U-OMZCHG8) Laptop to Tabor Community Services on 27 March 2020

System 805 (Seneca Pro 98555-198277) Tower to Tabor Community Services on 27 March 2020

System 806 (HP Pro 3500 Series-MXL41718P6) Tower to Tabor Community Services on 27 March 2020

System 808 (HP Pavilion 06-D546AT) Tower to Tabor Community Services on 27 March 2020

System 810 (Dell Inspiron N7010 A11-9C25TN1) Laptop to Tabor Community Services on 27 March 2020

System 815 (Lenovo G780-CB16907640) Laptop to Ruth Weigand on 18 March 2020

System 817 (HP Compaq6735s) Tower to Tabor Community Services on 27 March 2020

System 818 (Toshiba Portege R705-P35) Laptop to Tabor Community Services on 27 March 2020

System 819 (Dell Dimension E521) Tower to Tabor Community Services on 27 March 2020

System 820 (TruCore Whitebox BTBL12300RV) Tower to Tabor Community Services on 27 March 2020

System 823 (Dell Latitude 3330-3TFMRT1) Laptop to Al Williams on 08 April 2020

Items passed on:

Maxtor 1TB One Touch 4 Plus external hard drive to Charlie Trumbo on 03 April 2020

Logitech Quick Cam Pro 4000 webcam to Carole Hermes on 11 April 2020

HP #901XL Black printer cartridge to Ralph Knoll on 13 April 2020

HP Corded Optical MOFYOY mouse to Gert McClure on 13 April 2020

Long HDMI cable to Jay Shah on 13 April 2020

Wanted:

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

Bring the items to Manor North's Recycle Computer room on the fifth floor of Manor North 'J' building on Mondays only, after 1 p.m. Knock on the door.

Apple Information

Residents interested in APPLE related news or presentations are encouraged to go to the “For APPLE Users” section in the middle column of Information Central (the Computer Club link) on the Willow Valley Resident Intranet. There you will find material from previous presentations at the Apple SIG meetings and all of the editions of the Apple SIG Newsletters.

Residents may request to be added to the monthly Apple SIG Newsletters by emailing

RAKline12@gmail.com

Apple Special Interest Group (SIG) meetings are at 2:00 p.m. on the 4th Tuesday of the month in the Manor Orr Auditorium. There are no physical meetings in July or August **or during the Covid-19 restrictions**. Check the Weekly Insider for further information. In addition to a main topic, many sessions will also include News & Views, Appalooza (the app for the month) and Tips & Tricks.

Support for all Apple devices is best found by any of the following listings. They are not listed in a particular order, although the first listing is the newest Apple Support service and may be the best available free service.

Download and use the Apple Support App found on your iPad and iPhone for all Apple devices and services.

Call Apple Support at 800-275-2273 for iPad, iMac or any MacBook devices.

Call Apple Support at 800-694-4766 for iPhones.

Go to the Apple Store at Park City Mall or contact <https://support.apple.com/>

President's Pen (Continued)

TiVo

The models currently available from TiVo that work with Campus TV are the TiVo EDGE for Cable, the 500 GB TiVo BOLT VOX, and the 1 TB TiVo BOLT VOX.

Current service plans are \$14.99/month, \$149.99 annual service, and All In (lifetime) service \$549.99.

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>.

Resident Copiers/Printers

The following information is provided in hope of clearing some confusion about using Kiosk printers. When the Resident clicks Print and enters their ID number on a Resident Computer Kiosk, the print job goes to a virtual print queue. The Resident can then go to any of the printer/copiers listed below and login and print out the job.

- Farmhouse Resident Business center
- Lakes Resident Business center
- Manor Resident Business center
- North Garden Apartments Resident Business center
- North Core Resident Business center
- North J Building Resident Business center
- Spring Run Resident Business center
- Vistas Resident Business center

Instruction sheets are available at the Resident Computer Kiosks and printer/copiers to guide the process.

Authentication Factors

The Computer Club recommends the use of Two Factor Authentication (2FA) and Multiple Factor Authentication (MFA) when they are available. Those forms of authentication reduce opportunities for your accounts to be broken into.

Future Computer Club Meeting Programs

May 2020: "How Modern Robots Work," Dilip Patel

Jun 2020: "Computers and Medical Records," Tara Gensemer

WeTransfer.com—The following is copied from the WeTransfer.com home page. The service provides facilities to transfer (i.e., send or share) large files that are too large to be sent as email attachments:

Free forever

- No storage
- Send up to 2 GB
- Email transfers to up to 3 people
- Link transfers to unlimited people

Transfers get deleted after 7 days

Microsoft is providing new security protection in Windows 10. Click on link below.

<https://hothardware.com/news/microsoft-critical-security-feature-for-windows-10-tamper-protection>

Upgrading from Windows 7 or Windows 8 to Windows 10

Windows 10 download link: <https://www.microsoft.com/en-us/software-download/windows10>

The following information is provided to assist in your getting a free upgrade to Windows 10 for your Windows 7 or Windows 8 computer. Before starting, print this page for reference, and assure your computer can handle Windows 10. Microsoft has published the following minimum specifications; however, we have found the values in **red** below to be the minimums needed:

Processor: 1 gigahertz (GHz) or faster [compatible processor](#) or System on a Chip (SoC) **2 gigahertz (GHz)**

RAM: 1 gigabyte (GB) for 32-bit or 2 GB for 64-bit **3 gigabytes (GB)**

Hard drive size: 32GB or larger hard disk **250GB**

Graphics card: Compatible with DirectX 9 or later with WDDM 1.0 driver

Display: 800x600

To add a safety factor, before you begin the upgrade process, back up your important files to a flash drive or an external hard drive. It is probably a good idea to do that periodically anyway.

After you have confirmed your Windows 7 or 8 meets at least minimum requirements, click on this link to download the Windows 10 installation tool: [Download tool now](#). Although the site states it can be used to create a media format (i.e., DVD or flash drive), the instructions below should allow you to install Windows 10 directly on your computer. Note: Some browsers may not allow you to click on this link. If you can't, copy this: <https://go.microsoft.com/fwlink/?LinkId=691209> and paste it into the browser address box and press the Enter key. If a popup asks if you want to Cancel or Save the file, click on Save and run the file from Downloads. If you see **Media Creation Tool** at the bottom left of your screen, click on it.

Select **Download tool**, and select **Run**. You may need to be an administrator to run this tool.

2. On the **License terms** page, select **Accept**.

3. On the **What do you want to do?** page, select **Upgrade this PC now**; then select **Next**.

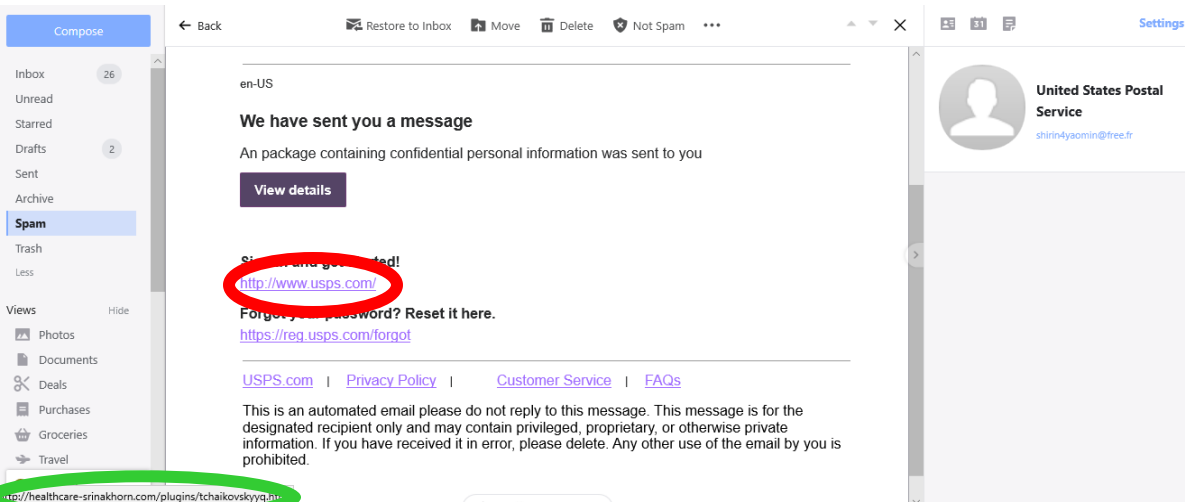
4. Select **Keep personal files and apps**.

5. Select **Install**.

It might take several hours to install Windows 10, and your PC may need to be restarted a few times. **Make sure you don't turn off your PC.**

Although there is no guarantee this procedure will work, recent efforts following these instructions have been successful. If you have a problem, please send an email to wvcomputerclub@gmail.com.

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 **green oval** below shows the true link is bogus and not to usps.com.



House passes bill to stop robocalls

Marguerite Reardon/CNET December 5, 2019 7:59 AM PST

The House knows we all hate robocalls. If there's one thing that politicians on Capitol Hill can agree on, it's that robocalls must be stopped. On Wednesday, the House of Representatives almost unanimously passed a bill to help put the kibosh on robocalls.

[O]n the issue of robocalls, both parties were almost unanimously united with a vote of 417-3 in favor of the bill. The bill was named after the lawmakers who helped lead it in the House and Senate, Rep. Frank Pallone Jr., a Democrat from New Jersey, and Sen. John Thune, a Republican from South Dakota.

"In today's political climate, it's hard to find an issue on which almost everyone can agree, but we found one with the TRACED Act," Thune said in a statement. "With House passage of our bipartisan, bicameral legislation to protect consumers from pesky and sometimes financially harmful robocalls, we are one step closer to getting this legislation to the president's desk."

Reps. Justin Amash, an independent from Michigan, Andy Biggs, a Republican from Arizona, and Thomas Massie, a Republican from Kentucky, voted against the bill. Massie had said previously he wouldn't support robocall legislation because he feared it gave the Federal Communications Commission too much authority.

The bill was the result of a compromise worked out by leaders from the House and Senate. The TRACED Act helps address problems with robocalls in several ways. It increases penalties for bad actors knowingly initiating illegal robocalls. It requires phone companies to authenticate calls to determine if the number calling you is real. If a call can't be authenticated, it requires phone companies to alert customers and allow them to block calls. It gives regulators like the FCC and the Federal Trade Commission more time to go after scammers and penalize them more aggressively. And it pushes the US Department of Justice to go after illegal robocallers.

The bill comes as complaints about robocalls keeps growing. More than 49 billion robocalls have been made in the US so far this year, according to YouMail. Many of these calls are from scammers, and they're clogging phone systems. Hospitals have reported a huge increase of spam robocalls, which experts say hampers communication and patient treatment.

"This is important legislation because unlawful robocalls are not only a nuisance, they are also undermining our entire phone system and consumers' safety as a result," Pallone said in a statement.

Federal, state and local authorities have also been working to curb illegal robocalls. Earlier this year, the FCC voted to allow phone companies to block suspicious calls by default. Last month, attorneys general from all 50 states and Washington, DC, joined 12 phone companies in announcing an effort to combat robocalls. Companies, such as AT&T, Verizon, T-Mobile and Comcast, are implementing call-blocking technology at no extra cost to customers.

"Robocallers are officially on notice," said Robert Fisher, Verizon senior vice president of federal government affairs. "This legislation will ensure widespread call authentication, the ability for end users to block any and all unwanted calls and creates stronger enforcement mechanisms and increased penalties for the bad actors responsible for these annoying and harassing robocalls."

Robocalls use autodialers and recorded messages to make millions of phone calls. Often the numbers that show up in caller ID appear to belong to friends or neighbors, when they're actually "spoofed." These calls hide the real number to trick people into answering the call. Carriers will now implement a new technology protocol called SHAKEN/STIR to validate that calls are originating from where they claim to be coming from and would allow for faster tracing of illegal calls to find out who's responsible for them.

The Senate passed a similar bill earlier this year, which means the legislation could soon move to the president's desk. Thune said he is ready for the next steps. "We'll keep working for more protections above and beyond this bill to crack down on robocalls," Thune said.

Source: [CNET](#)

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.**

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

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

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, May 4th

10:00am-11:30am

Video Conference using Zoom

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Renaissance Computer Classes (Continued)**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, June 1st

10:00am – 11:00am

Video Conference using Zoom

Presenter: Sid Paskowitz, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Artificial Intelligence is Changing Our Lives

Already powerful, AI is becoming even more powerful at a faster and faster rate. Where is AI headed? What will the relationship of artificial and natural human intelligence look like in the years to come? In this talk we will discuss how AI came to be, how it works, where it is now. We will talk about the much-anticipated Singularity: that moment at which AI matches natural human intelligence. Will smart machines and people play nice after that, or can we expect conflict?

Thursday, June 11th

1:30 pm – 2:30 pm

Video Conference using Zoom

Presenter: Peter Scott, Providence Park Resident

Cost: no charge

Registration is required using Event Registration

Understanding TiVo

TiVo is the digital video recorder of choice and is becoming more popular with residents. If you're thinking of getting one and want some basic information, we'll show you how to use the play controls, skip commercials, record programs, and introduce you to the great program guide. For current users, we'll show you how to list just your favorite channels in the program guide, access premium services, use the voice control, and use the wish list. Plus, we'll answer any questions you have.

Tuesday, June 16th

10:00 am – 11:30 am

Cultural Center Theatre

Instructor: Tony Poulos, Spring Run Resident

Cost: No charge

Registration is required using Event Registration

Renaissance Computer Classes (Continued)**Text Lingo 101**

Your grandkids are sending you text messages with abbreviations and emoji, and some messages leave you scratching your head. Scratch no more, join your fellow grandparents for a beginner's course in texting. The class will cover the most frequently used abbreviations and emoji. Some common texting misunderstandings will help you become more text savvy. You will receive a list of abbreviations and learn where to go for more information. This class assumes that you are currently using your cellphone to send and receive text messages, and that you want to know what <3 means.

Thursday, June 18th

1:30pm – 2:30pm

Cultural Center Education Room

Presenters: Carolyn Bugel, Spring Run Resident

Cost: No Charge

Registration is Required using Event Registration

Using Apple's Pages Program

For those that own an Apple device such as a Mac, MacBook, iPad or iPhone and would like to know how to use the Pages program to the fullest extent, this is the class for you. Pages is a word processing program which is relatively easy to use and which can produce excellent looking documents. Beyond just having text be shown, Pages can also include pictures, clip art, symbols, audio and video clips as part of it. It's up to the individual how fancy or straight forward he or she wants the end result to be.

Wednesday, July 8th

1:30pm – 2:30pm

Cultural Center Education Room

Presenter: Steve Lynn, Manor Resident

Cost: no charge

Registration is required using Event Registration

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.

Thursday, July 16th

10:00 am – 11:00am

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 learn more? Then this class is for you. We'll review some basics such as what's on the Windows desktop, working with windows, safely removing a USB drive, and how to properly turn off the computer. We'll also cover working with files and folders, how to open programs, and some tips and tricks. Windows 10 will be used in the class.

Thursday, July 23rd

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

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.

Thursday, August 6th

10:00 am – 11:30 am

Cultural Center Education Room

Presenter: Sid Paskowitz, Spring Run 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.

Thursday, August 31st

1:30 pm – 2:30 pm

Cultural Center Education Room

Presenter: Tom Fleischmann, Spring Run Resident

Cost: no charge

Registration is required using Event Registration

Basic Computer Class 1

Truly for the beginner who wants to know how to use their Personal Computer Items covered: Terminology; Basic Hardware and Software; Structure of files and folders and how to use them; Right click and left click mouse; menus; Introduction to Internet browsers; e-mail basics.

Tuesday, June 9th and Thursday, June 11th 10:00am – 12:00pm

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

Presenter: Cathy Thorn, Gables Resident

Cost: No Charge

Class size: 7 Windows 10 computers supplied.

Registration is required using Event Registration

Renaissance Computer Classes (Continued)**Basic Computer Class 2**

This class builds on Basic 1 Class. More work with Files and Folders; Introduction to Word pad or Notepad – basic word processors; Copy/Cut and Paste; attachments to E-mail; navigating the Internet; Care and feeding of your computer.

Tuesday, June 16th and Thursday, June 18th

10:00 am – 12:00pm

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

Presenter: Cathy Thorn: Gables Resident

Cost: No Charge

Class size 7 Windows 10 computers supplied

Registration is required using Event Registration

Need Help with Event Registration?

We have included a link at the top of Information Central (the Computer Club icon on the Resident Computer Kiosk home page) for the names of contacts in each Community if Residents need help.

Need Computer Help?

If you are looking for assistance with a computer issue, visit the Resident Kiosk, Computer Club (Information Central) and note the entry at the top of the page

Would you like to teach a class as part of Computer Club continuing training for residents?

Contact Chuck Smith (csmithii@aol.com).

COVID-19 is changing a lot of the ways we do business.

First, we held our Computer Club elections via email. The Nominating Committee's slate was approved by acclamation. The program for the April meeting was scheduled to provide an overview of Information Central. Instead of a live presentation, a video was produced to provide that information. That video was shown on the WV in-house TV, and DVDs of the video were sent to the Resident libraries at Manor, Manor North, Lakes Manor and Spring Run so they could be checked out and viewed on Resident computers.

Second, the computer recycling program has been put on hold until the virus threat has been eliminated. See page 8 for more information

Third, the Computer Club Executive Committee meetings are being held using video conferencing on Zoom.

Fourth, our May 7 2:00 p.m. Computer Club meeting will be held using Zoom. We have sent Computer Club members an email from wvccprograms@gmail.com with instructions for how to join the meeting. If you want to attend and are invited to participate in the meeting, you will need to click on the URL link in that invitation email and sign up to attend. If you already have Zoom software on your device, you will not need to download it in order to join but you will need the information in that email. Unless limitations change, Zoom will only allow 100 people to join the meeting, so you may want to sign up soon after 1:00 p.m. on May 7th and follow the prompts. A Zoom User's Guide has been added to Information Central and tutorials are available at zoom.com. We hope to record the speaker's presentation and present it on in-house television as we did for the Information Central presentation at last month's Computer Club program. However, there is no guarantee we will be able to do that. The speaker has asked that the meeting not be recorded and shared by anyone else without permission.

Fifth, we are looking at future Computer Club classes being conducted using Zoom. This will allow class attendees and the instructor to participate from home and not be put at risk for virus infection from or to others. **You can Google *Zoom.com tutorials* and watch a series of videos that show how to use Zoom.**

Sixth, if use of Zoom becomes familiar and convenient, it will offer an opportunity for face-to-face visits with friends and family all over the world. We know there are other video conferencing tools available, but the Computer Club has determined that Zoom's video conferencing features are slightly better than others and has selected it as the recommended video conferencing program. We are aware of security concerns reported by various news outlets. We are also aware that Zoom is taking steps to improve their security. We are prepared to change our recommendation if new information justifies it; however, as mentioned elsewhere, it is easier for Residents to get help if they are using software familiar to the helper.

And finally, members of the Computer Club are offering **remote** help with your Apple or personal computer (PC). Remotely means WITH YOUR PERMISSION. One of the helpful people listed on the Willow Valley Resident Web Site's Computer Club page, Information Central – top row of tiles, far right – can sign on to your computer and help with whatever problem you may be having. **Apple users should contact Apple support as outlined at Information Central. Apple support also includes with your permission remote access to your computer.** If you have questions, contact Cathy Thorn at 717 464 2379, Tony Poulos at email tonypoulos3@gmail.com or Sid Paskowitz at e-mail wvcomputer-club@gmail.com or Jay Shah for North (732-410-6163, jyanu@gmail.com). The Computer Club supports the use of TeamViewer in helping Residents remotely.