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Willow Valley Computer Club Newsletter

Upcoming Computer Club Meeting Programs

May 6 Debbie Mink, "Accessibility and Ease of Access"
 Jun 3 Cathy Thorn, "The Cloud and How To Use It"

Due to COVID-19, physical meetings are cancelled until further notice. Computer Club meetings and classes will be held using a combination of Zoom and in-house TV (WVTV Channel 4 or Comcast 822). Watch the *Weekly Insider* for the latest information.

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 support helpers use TeamViewer.

- Our recycle team urgently needs **USB keyboards and flat screen monitors.**
- New information is marked as (new). Important prior newsletter info is repeated.
- Computer Club members will be automatically sent Club Zoom meeting invites.

The President's Pen by Sid Paskowitz

Membership As of this writing, your Computer Club has 732 paid members including 586 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 & components and Apple computers & Devices 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 **425** computer systems to local community support organizations. **USB keyboards and flat screen monitors 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 for help with Apple computers & devices is displayed in the center column of Information Central and on page 9, the Apple SIG section of this Newsletter.

(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.

We 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 the pop-up is bogus and clicking on it will result in malware being put on your computer. Our general recommendation is to go to the application itself and update from the application or use PatchMyPC (see page 6).

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 not be real, call the sender 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

SouthPointe: Susan Culbertson

Committee Chairpersons

Program: Peter Scott

Training: Chuck Smith

Equipment: Ed Dahrsnin

Technical Support: Tony Poulos

Website: Sid Paskowitz

Publicity: (vacant)

Newsletter: Sid Paskowitz

Apple SIG: Bob Kline

*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 or Norton security software for PCs.

Backup files Please remember to periodically back up your important files to a flash drive, the 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 files 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. Gary Staton uses iDrive (not iCloud).

Want a quick way to open a dictation window? Press the Windows key + H. It might be useful for emails or word processing, where there is a vertical black line. Be patient for "listening" to display at the top-center of the screen.

Reviewer Acknowledgment

The following individuals kindly reviewed this issue:

Tony Poulos Gary Staton Cathy Thorn Susan Culbertson Chuck Smith
Jay Shah Al Williams 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, Excel, PowerPoint, Notepad, Pages, Numbers, Keynote, or other software such as browsers, email, address books, 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, we 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 do not 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 web 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 (usually in the bottom-left corner of the screen) 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 we 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 or 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 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 antivirus 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." Note, as we say elsewhere, all these statements are subject to change. Zoom is reporting it is moving toward end-to-end encryption; however those features are not guaranteed. The Computer Club has selected it as a preferred video conferencing application **but recommends against discussing private or personal information on Zoom.**

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, screen, 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 attend Computer Club meetings and classes and ask for help.

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." Gary recommends he would primarily rely on PatchMyPC for updating apps and to periodically run Belarc to check if anything was missed.

New Scam: Call from Tecore: A charge of \$500 for a new iphone has been placed against your account. If you want to cancel the order press 1. **Don't do it!!**

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. You could also use the printer troubleshooter.

Technical (Continued)

Drivers for 32-bit components Recent articles in the technical media have reported fewer companies are 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 (the latest version of CCleaner has moved that information to the upper-right corner).

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, USB keyboard or flat screen monitor you can 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.

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.

Don't Do It

An unnamed individual decided their keyboard needed cleaning so they took a damp cloth and wiped the dust and grime off the keyboard, **while the computer was running and the keyboard was connected**. The result was screen displays never seen before and an inability to gain control of the computer. Bottom line: if you have a touch screen or keyboard that needs cleaning, do it when the computer is off. Personal computers and digital devices have numerous features we don't use on a regular basis, and those features are initiated by keyboard or screen touches that are unusual but could be initiated unintentionally.

(new) PC Hardware Recycling report of 21 April 2021 – Ed Dahrsnin

953 Systems have been worked upon to this date.

443 Computers have been given to Outside Groups, as of 30 March 2021.

NOTE: The Computer Recycle Room will be open on Mondays only, from 1 pm to 4 pm. The door may be closed, but with a sign indicating Please Knock.

Entertainment Devices Available:

Griffin Technology iMIC USB Audio Adapter
 ION TTUSB10 USB Turntable
 Panasonic PV-7451 4-head HiFi Stereo VHS Player
 Pioneer VSX-D308 Audio/Video Multi Channel Receiver
 Sherwood DD-1230R Stereo Double Cassette Deck
 Sony BDP-S1100 Blu-Ray Disc/DVD Player, with remote control
 Sony DVP-SR200P CD/DVD Player
 Sony TC-WE305 Stereo Cassette Deck
 Toshiba SD-1800 DVD Video Player

Free Systems available for Club Members:

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

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

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

System 722) HP ProBook 450 G1-2CE3461BMN Laptop is available 07 April 2021
 System 860) HP ProBook 4530S-CNU2350V6X Laptop This is available 28 January 2021
 System 906) Lenovo G780-CB16907640 Laptop is available 10 December 2020
 System 911) Dell Inspiron N5110-1F46LT1 Laptop is available 07 April 2021
 System 914) HP 210 G1 Notebook-CND5035CMK Laptop is available 28 January 2021
 System 915) HP ProBook 6560b-4CZ14604F1 Laptop is available 28 January 2021
 System 923) Lenovo ThinkPad T440-PC00Q9Ct Laptop is available 15 February 2021
 System 942) HP ProBook 650 G1-5CG52411Yp Laptop is available 05 March 2021

Apple Items Available: See Bruce Thompson in the Recycle Room for these items.

Two Apple iPad2 10" Screen 16 GB OS 9.3.6
 Two Apple iPad2 10" Screen 16 GB OS 9.3.5
 Apple iPhone 5c (A1532) iOS 11
 Apple MacBook 17" Screen OSX Leopard 10.5
 Apple MacBook Pro 13" Screen 4GB OS 10.15.7 Catalina

Systems passed on:

Apple iPad2 41416 to Bruce Thompson on 09 April 2021
 Apple MacBook Pro Model A1286 to Jay Shah on 22 March 2021
 System 907) Toshiba Satellite P75A-PSPLNU-047K Laptop to Carolyn Henderson on 29 March 2021
 System 908) Lenovo ThinkPad T510-R82R3FX Laptop to Andy Smith on 12 April 2021
 System 920) ASUSTeK TP410UAR Acer VisoBook Flip 14 Laptop to Jay Shah on 30 January 2021
 System 922) Lenovo 20266 Yoga 2 Pro-YB4739271 Laptop to Barclay Richards on 25 March 2021
 System 930) HP Pro 3500 Series-MXL42106MP Tower to Tabor Community Services on 30 March 2021
 System 931) HP Pro 3500 Series-MXL3322D88 Tower to Tabor Community Services on 30 March 2021
 System 932) HP Pro 3500 Series-MXL3320VHG Tower to Tabor Community Services on 30 March 2021
 System 933) HP ProDesk 600 G2 DM-2UA6233BY6 Desktop to Tabor Community Services on 30 March 2021
 System 936) Toshiba Satellite P755 Laptop to Betty Scheich on 12 April 2021
 System 937) Lenovo 4349 Think Pad T510-R8329HK Laptop to Tabor Community Services on 30 March 2021
 System 938) Dell Inspiron 3252-J943K2B Tower to Tabor Community Services on 30 March 2021
 System 939) Dell OptiPlex 760-6GZ46L1 Tower to Tabor Community Services on 30 March 2021
 System 940) HP Pro 3500 Series-MXL3322D9Y Tower to Tabor Community Services on 30 March 2021
 System 943) Dell OptiPlex 780-JB582P1 Tower to Tabor Community Services on 30 March 2021
 System 945) HP ProDesk 600 G1 DM-2UA4221CD2 Tower to Tabor Community Services on 30 March 2021

Items passed on:

Wireless HP Mouse to Vjay Kothare on 22 March 2021
 USB Cable for HP Scanner to Barclay Richards on 22 March 2021

Wanted: Working flat screen monitors and USB Keyboards

Laptops, with power adapters.

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. **Please Knock.**

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 tile) on the Willow Valley Resident Intranet. There you will find material from previous presentations at the Apple Special Interest Group (SIG) meetings and all editions of the Apple SIG Newsletter.

The Apple SIG invites all members of the WVCC to subscribe to and read the monthly newsletter. Email AskAppleSIG@icloud.com to be added to the mailing list. Effective with the February newsletter, coverage of Apple’s official security and privacy recommendations has expanded with the following goals in mind:

- Encourage residents to implement Apple’s recommendations
- Explain how to do so
- Assist residents in making appropriate security and privacy decisions for themselves

Apple SIG monthly presentations are held at 2:00 p.m. on the 4th Tuesday of the month. Check the Weekly Insider for further information. In addition to a main topic, many sessions will also include News & Views, Appalooza (the app of the month) and Tips & Tricks.

The Computer Recycle room, open Mondays 1:00 p.m. on the 5th Floor, Manor North J-Building, is accepting donations of Apple computers and devices. If, at the time of your donation, you leave a note with ALL (!!!) your passwords (login and Apple ID or passcode if an iPad or iPhone), your donation can be processed. With that critical information the device can be totally erased and the latest operating system reloaded, making the unit available to Computer Club members and others. Without that critical password information, the unit will go to the county landfill drop-off point on Harrisburg Pike.

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.

For Mac computers, go to <https://support.apple.com/mac>

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/](https://support.apple.com/)

Apple devices are not immune to scams or malware, especially if you use them to visit contaminated websites. Protect yourself.

President's Pen (Continued)

TiVo

The model currently available from TiVo that works with Campus TV is the TiVo Edge for Cable.

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 (now called Microsoft 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 Windows 10 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>. Al Williams has recommended PDF-XChange Editor as an alternative.

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.

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. **None of the printers are color printers.**

- 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.

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>

When your email service provider classifies an email as SPAM, they probably have a pretty good reason for doing it. **Protect yourself!! Don't open them unless you know they are okay.**

I have had the uncomfortable experience of not receiving bills and financial statements through the mail in a timely manner or at all. Check your account payment history and verify you are receiving the necessary documents. I needed to use a browser to locate, download and print several documents I had not received. Computers can be helpful. Sid

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.

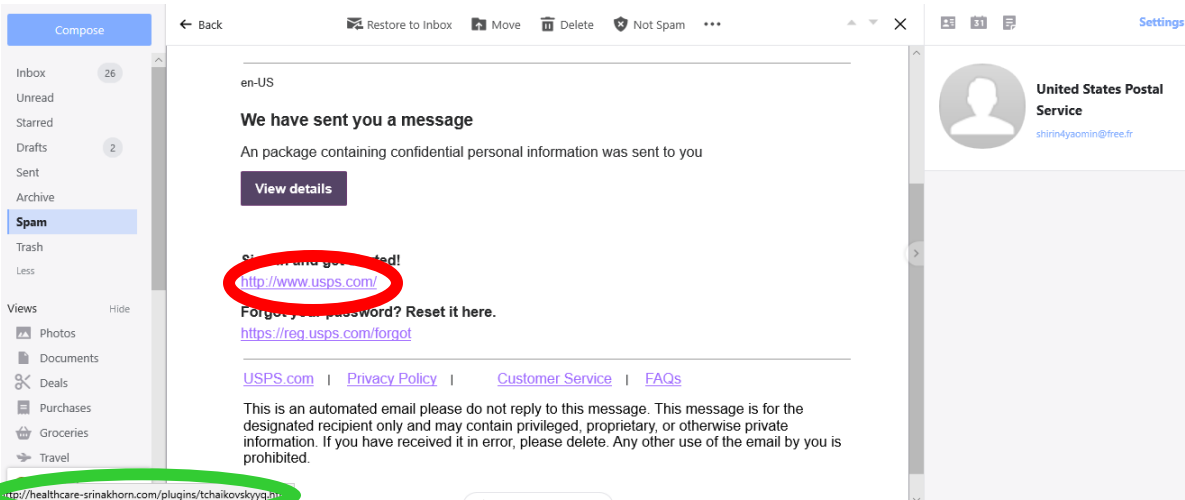
After you have confirmed your Windows 7 or 8 meets at least minimum requirements, click on this link to download the Windows 10 installation tool: [Download tool now](#). Although the site states it can be used to create a media format (i.e., DVD or flash drive), the instructions below should allow you 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.

1. 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.



COVID-19 Impact & Classes

For the foreseeable future, Computer Club meetings and classes will probably be held using a combination of Zoom and in-house TV (Channel 4 or Comcast 822). Watch the *Weekly Insider* for the latest information.

Computer Club members will be sent emails from wvccprograms@gmail.com with instructions for how to join Computer Club meetings. If you want to attend the meeting, you will need to click on the URL link in that invitation email and sign up to attend about 15-30 minutes before the meeting. If you already have Zoom software on your device and it is version 5.0 or later, you will not need to download it in order to join the meeting but you will need the information in that email. Unless limitations change, Zoom only allows 100 people to join a meeting, so you may want to sign up early on the day of the meeting 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 speakers' presentations and present them on in-house television as we have for earlier Computer Club programs. However, there is no guarantee we will be able to do that. Speakers may ask that the meeting not be recorded and shared by anyone else without permission.

Computer Club members are offering **remote** help with your personal computer (PC) using Zoom or TeamViewer. 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 may also require your permission to remotely access 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 wvcomputerclub@gmail.com or Jay Shah for North (732-410-6163, jayanu@gmail.com).

RENAISSANCE COMPUTER CLASSES

There will be no computer classes in the *Renaissance* publication. If computer classes are offered, they will be listed in the *Weekly Insider*. **Watch the *Weekly Insider* for Basic Computer Class announcements using Zoom or on in-house TV.**

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.** Sign up by individually contacting the instructor.

Instructor: Bob McRobbie, Manor Resident, bobmcrobbie@gmail.com, 717-405-3016

Cost: no charge

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 a mutually convenient location. 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, bugelc@bellsouth.net, 717-464-6151

Cost: no charge

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.

President's Pen (Continued)**Would you like to teach a class as part of Computer Club continuing training for residents?**

Contact Chuck Smith (csmithii@aol.com)

We frequently get phone calls asking for help because their computer has died or isn't responsive. The first thing that comes to my mind is to ask if the problem occurs when they turn on their computer, especially if it has not been used for a day or so, or they have a laptop and shut it down by closing the top. A common problem is that the computer is trying to install an update and stops other things from happening. We know computers say they update automatically, but that isn't always true. Some updates require the computer to be restarted, in some cases more than once. One way to get around this problem is to be pro-active with Windows updates, which is easily started by typing *update* in the Search Box at the bottom-left corner of the screen (the one that has the magnifying glass icon and says "Type here to search"). Then left-click on the area that says to check for updates. Install the available updates and repeat until you no longer have updates to install.

This whole issue reminds us of an analogy where a new driver is given a set of keys to a car and is shown how to drive it around, but no one discusses putting gas in the tank. Sooner or later the car will stop running. Don't wait for your computer to stop. Consider being proactive in updating the computer operating system.

I recently ran a Windows Defender Full Scan after updating the security definitions as part of Windows Update. Windows Defender found and removed some malware that had been on my computers for seven years but had not been recognized by any security software I had run during that period. The message here is to keep your security software and operating system up to date. You never know when some deeply buried malware might be uncovered and removed by your security software.

Link to Living Forward site to sign up for activities:
<https://www.mylivingforward.com/app#/login>

Extremely Slow Computer— I had a problem recently with unacceptable response times caused by an **Outlook** 2007 email file named outlook.pst. It had grown larger than my computer could handle (more than 5GB) and slowed searches to a halt. There are fixes, but they can be problematic. Different versions of Outlook have different limits on file size.

If you use Zoom, make sure you have updated to version 5.0 or later. One way to check for the latest version of Zoom and to get updates, click on your picture or circle in upper-right corner of your Zoom screen, then click on check for updates. If that doesn't work, "Google" **check for Zoom updates** for you device. The most current version on an Apple MacBook Pro is 5.3.2 as of 10/23/20.

CCleaner Update I have found that the PUP (potentially unwanted program) designation for CCleaner as displayed by Windows Defender scans comes from the CCleaner installer or setup software, not from the CCleaner executable program itself. Similar PUP status may be displayed for other setup or installer programs from Piriform, such as Defraggler and Recuva. Based on these findings, I no longer have reservations about using CCleaner. Be aware however that downloading CCleaner from a site other than CCleaner.com or Piriform.com may result in malware.

President's Pen (Continued)

A question was sent to me about how best to avoid ads on the Internet. That's a tough question and one of the reasons I have not addressed it. If you are talking about emails, you might try Thunderbird. Otherwise individual browsers have their own settings.

One reason for not preventing ads is that some sites will limit your access if you don't allow their ads. That's how they pay for their operation. I don't want Residents complaining to me that they can't find what they want on the Internet.

Another Scam "Heads Up" A recent news article reported a questionable credit card charge that resulted in the card-holder going on the Internet to get a phone number to call the credit card company. Unfortunately, the entered name of the company resulted in the card holder going to a look-alike web site and calling a phone number that was to "bad guys" waiting for such phone calls. As reported before, only use the Internet to search for company or organization phone numbers as a last resort. Look on your credit card for the number to call if you have a credit card issue. Look on your statement if you have a billing statement issue. Do not call numbers shown on letters or emails that have resulted from actions you have not taken — they are likely bogus and will connect you directly with "bad guys" that are just waiting to scam you. **Protect yourself!**

Adobe Flash Player A question was recently raised about a replacement for Adobe Flash Player. Key techies in the Computer Club had no preference. Some of the apps mentioned were Lightspark, Gnash, Pepper Flash Player, Swfdec, XMTV Player SWF File Player, BlueMaxima's Flashpoint, Ruffle, and Microsoft's Silverlight is a browser plug in which will play Flash content. The consensus seemed to be to just let your computer do its thing and, unless you are not happy with the result, don't change anything. Unless something changes significantly, the Computer Club will not be making any recommendations.

Zoom capability in the Spring Run Business Center. Thanks to Ed Dahrsnin and his recycle team, especially Charlie Trumbo, a Zoom capability has been set up in the Spring Run Business Center. Now, if a Resident needs to participate in a Zoom meeting but does not have the necessary capability, they can use the Computer Club provided Windows 10 computer in the Spring Run Business Center.

The Resident Computer Kiosk (Intranet) Home Page now has a tile (link) to the online Resident Library resources. Those links have been removed from Information Central.

The following is from an Al Williams email: I met with a GA resident today about a problem that he was having with email. When he would access his Yahoo mail account using the Mail app that comes with Windows, he couldn't click on a link in an email and bring it up. The message "unable to open" would appear. When he would access his Yahoo mail account using Chrome, clicking on a link in an email would bring up the linked web page. It turned out that Mail uses the default browser to bring up linked pages. In his case, that default browser was set to WebNavigator Browser. I changed the default to Edge and he was able to once again successfully click on links when using Mail. Clicking on a link would start Edge. I hadn't heard of WebNavigator Browser before. It is a customized version of Chromium that delivers ads; it is adware. It also is identical to WebExplorer. I called him back and advised him to download and run Malwarebytes which is known to remove this adware.

(new) Due to COVID-19, senior safe-driving classes at the Cultural Center are not being held. Some insurance companies give an insurance premium discount for up to three years for seniors who successfully complete the course. Those discounts can far exceed the cost of the course. Fortunately, several organizations are offering those courses on-line. You can Google **safe driving course** to see what is available and check with your insurance company to verify its acceptability and what you need to do to get the discount.

(new) Steve Lynn will present Apple's Ecosystem and Security on Monday, June 14th, at 10:30am and it will be broadcast on Channel 4.

(new) Another scam example. The following is from an email sent to one of our Residents. It looks real; however, if you look closely, you can spot some things that indicate it is a scam. First, the **From** address is not from Microsoft. Second, the **To** address is not to the person receiving the email. Third, the first line in the paragraph (**This is the last time we notified you**) is not good grammar. Fourth, there is no punctuation where there should be. The email states to read their privacy policy, but no link is provided.

If you get something like this, **DON'T** click on anything, just delete it!

From: E-mail Support <harikaviviane@hotmail.com>
Sent: Saturday, March 20, 2021 5:48 PM
To: onedrive@email.office.com <onedrive@email.office.com>
Subject: NOTE!



Dear Microsoft User

This is the last time we notified you that we will stop processing incoming emails in your account reasons are you failed to verify your Microsoft account which may lead to permanent delete of your account from our data-base in the next few hours.

Kindly take a minute to complete our email verification below

Verify Now

Important Notice- Account disconnection will take place today 12:00 Midnight if issue not resolved.

Microsoft respects your privacy. Read our privacy policy for more information.

Microsoft Corporation
One Microsoft Way
Redmond, WA 98052

(new) Potential Scam Emails Periodically I get emails with no Subject, from an email address I don't recognize, or from someone who doesn't sign their email or say who it is from in the text. I do not respond to those emails and if they have an attachment, I don't open the attachment. Too many emails are scams or phishing emails where the sender just wants to see if the recipient will respond. It is unfortunate if the email is legitimate, but I don't want to put my computer or my email account at risk by doing anything other than deleting it. I think that is good practice for all email recipients. On the other hand, when you send an email, keep these potential problems in mind so the recipient is less likely to delete your legitimate email. I have even seen where some email programs will not accept an email that does not have a Subject line. Sid

(new) Ed Dahrsnin and his recycle team are now handling entertainment devices. See Entertainment Devices Available on page 8

(new) Susan Culbertson is the new SouthPointe representative on the Computer Club Executive Committee. SouthPointe Residents interested in learning more about participating in or volunteering with Computer Club activities are encouraged to contact Susan.