



THE COMPUTER CONNECTION

SAUK COMPUTER USER GROUP

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INSIDE THIS ISSUE:

- BOARD MINUTES, APRIL DRAWING & HUMOR FROM THE NET **2**
- I'VE LOST ALL MY PASSWORDS, WHAT DO I DO? **3-4**
- I WUZ HACKED **5-7**

MARCH 10, 2018 MINUTES: SCUG CLUB MEETING

President Art Benedick opened the meeting and welcomed everyone. Attendance was encouraging; everyone seemed to enjoy the meeting. Visitors included Keith Potter, Cynthia Miller and Steve. We also welcomed Cythna and her daughter as our newest members.

The question and answer portion of our meeting produced many interesting subjects. Such as: Printer not wanting to print; How to insert a text box in a word document; Watching that the updates for windows 10 are actually from Microsoft; CPU running at high level; Bookmarking items in computer and finally on browsers, which are better for which uses.

The minutes of the meeting were approved as published in the newsletter, and Joe Fornero gave a treasurer report and this was also approved.

Old business was covered quickly. It was reported that Barb Osborne had passed away and we received a thank note for our contribution of thumb drives to a church for April House, a charity in the area.

New business began with an update on the health of Bill

Simane; he reported that he was feeling much better. Glenda reported on the status of her next trip for the club. We will have a drawing in May for the club's Windows 10 updated laptop computer with Microsoft Office, USB2 ports. The specs can be read in the club's February newsletter.

It is for members only and cost of tickets will be \$5 each or 3 for \$10. The club also will be having drawing for the Windows 10 desktop for the same cost as above at the July meeting along with our usual picnic.

John Miller gave us some very useful tips on Microsoft Excel and Word as his program. There also some very good questions and answers on the use of these tools. Our thanks go to John for this and all his programs for our meetings.

April 14th meeting will feature Terry McLennan special touch on How the Internet works.

Our board will meet at Wendy's on Wednesday March 18 at the usual 6 p.m. time. Our next general meeting will be April 14. Drawing was held for prizes and the business meeting adjourned.

*Respectfully submitted by
Gloria Schneider for
Darla Stigall, Secretary*

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**BOARD MEETING MINUTES FOR
MARCH 14, 2018**

Drawing for April

April drawing will include an Amazon Fire, a choice of 2 different \$25 gift certificates and a 256gb flash drive.

Humor from the Net

Retirement alternatives

You can retire to Wisconsin where...

1. You only have three spices: salt, pepper and ketchup.
2. Halloween costumes have to fit over parkas.
3. You have seventeen recipes for casserole.
4. Sexy lingerie is anything flannel with less than eight buttons.
5. The four seasons are: almost winter, winter, still winter, and road repair.
6. The highest level of criticism is "He is different," "She is different," or "It was different!"
Or: You can retire to California where...

1. You can make over \$450,000/yr. and you still can't afford to buy a house.
2. The fastest part of your commute is going down your driveway
3. You know how to eat an artichoke.
4. When someone asks you how far something is, you tell them how long it will take to get there rather than how many miles away it is.
5. The four seasons are: Fire, Flood, Mud and Drought.

(continued next month)

The March 14, 2018 board meeting was held at Wendy's in Sterling starting at 6:00PM. Officers attending were Art Bendick, Neal Shipley, Joe Fornero, and Darla Stigall. Board members present were Cheryl Johnson, Gloria Schneider, Terry McLennan and trip coordinator Glenda McLennan

Treasurers report was given and approved. The board discussed and approved buying liability insurance to protect club officers and members.

Premium will be paid out of trip funds. The CGH hospital therapy dog the club sponsors, Piper will be making a visit to our April club meeting.

Programs scheduled are April-How the internet works by Terry; May-How to transfer music from a cd to a flash drive by Neal; June-An APCUG Virtual Conference and July-Club picnic catered by Pizza Ranch.

Glenda gave a report on the Panama Canal trip, there are nine cabins filled and final plans will be announced when completed.

*Respectfully submitted
by
Darla Stigall, Secretary*

I've Lost All My Passwords, What Do I Do?

By Leo Notenboom

Losing access to your password vault can be a major inconvenience.

Fortunately, that's all it needs to be, and there are ways to prevent even that. Do you have a general technique for creating new passwords for every single site that needs them? Yes, I did the unthinkable, I lost my LastPass account and have to start over. This is a reminder of the old saying, "When you have dug yourself into a deep hole, stop digging."

Unfortunately, I was stupid enough to keep digging. I hope you can spare some advice for someone who seems to get more stupid with age. There may be others on your list that have the same problem. The technique is

simple.

The problem is that the technique is time-consuming and ponderous.

Let's review that technique, and what you can do to avoid this situation in the future.



Losing your passwords
I'm a strong believer in using password vaults like LastPass, primarily because they enable greater security.

Using a password vault, you can easily use longer, more secure passwords, and easily use different passwords for every site. These two actions together increase your overall online security tremendously.

If there's a downside to using a password vault it's that, used properly, you don't know your own passwords. This is a good thing, since strong passwords are, essentially, unknowable. But it's also a bad thing, in that should you lose access to your password vault, you lose access to all the information stored therein.

In the case of LastPass specifically, if you forget your LastPass master password, *there is no recovery.*¹ LastPass can't tell you your password because [they don't know your password](#). LastPass knows if you type in the right password, but it doesn't know what it is. As a result, if you forget it, they can't recover it for

you.

There's really only one recourse

If you've lost all your passwords, there's really only one thing to do: one at a time, set new passwords on each account, using its "I forgot my password" or equivalent account recovery link.

Each account.

One at a time.

It's painful.

It's ponderous.

But it'll work.

It'll just take some time.

Before you start

Before you start, however, I'd recommend you set up a new account with your password vault so that as you reset all those passwords, you can: make them [long and strong](#) use a [different password on each site](#) let the [password vault remember it](#) for you

There's no requirement that you do it all immediately. As you go about your day and attempt to log in to an account for which you haven't reset a password, do so. Over time, you'll rebuild the database of passwords stored in your password vault.

Prevention

It's easy to say, "Don't forget your vault password" and leave it at that. But I realize that's over simplistic. It also doesn't account for other things that can go wrong.

So, instead, fall back on my *other* most common recommendation: [back up](#).

Specifically, back up the contents of your password vault. Ideally, back it up in an unencrypted form

which you then save in some different, yet secure, way. For example, I regularly [back up my LastPass vault](#), unencrypted, and save it in a different, secure location. Should I ever lose access to my LastPass account, I'll always have that [backup](#) from which to start over.

Bottom line:

1. Reset your passwords, one at a time.
2. Remember those new passwords using a password vault. Back up the contents of your password vault regularly.

That way, you'll never be in this position again.

Ask Leo

<https://askleo.com/ive-lost-passwords/>

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I Wuz Hacked By Stu Gershon

One Sunday morning, I checked my email, like I do every morning. Nothing came through. I tried again, and it was the same. I called COX to see if any of their servers were having trouble or down. The line was busy. The line is never busy unless they are having trouble because they've always had fantastic customer service. I tried twice more during the day with the same results.

I finally got through to COX at about 6:30 that evening. They were not having any problems, and they couldn't help me because I have Gmail accounts and they would only intervene if they were COX accounts. I said to the technician, "What should I do?" He replied, "Call Google!" I said, "Who are you going to call at Google, they have no customer service!" He offered, "I have a number for Google support!"

He gave me the number

and the first thing Monday morning I called 1-844-400-1570. I asked if they were "Google Support" and the gentleman said "Yes." His name was Daniel. We discussed the problem and he said I'd have to let him into my computer, so he could check. REMEMBER - COX gave me this number. I had to give permission and put in a code number to let him into my computer. He looked around for a while, "scanned" my computer for viruses and malware and told me I had probably been "hacked." I asked, "What do we do now?" Daniel said he'd fix it and said the charge would be \$299.99 including a one-year warranty on my computer. I figured it was worth it to get this problem fixed.

He continued to work on my computer, while I watched what he did, and we talked over the phone, throughout. He worked on my computer until 5:30 pm (from 9:30 am) and said he did what he could, the

email was working with some "work-a-rounds," but it was the end of his shift and he'd call me back at 10 am the next morning.

He asked to be paid, and since my computer was adequately working and he'd been working on it for 8 hours, already, I gave him my credit card and paid the \$299.99.

The next morning, at 10 am, he called back and worked on it until almost noon. He's put ten hours into my computer, he had given me his name, and said he'd call back the following week to check if everything was alright. With Daniel's "work-a-round," my computer worked, fine.

On Tuesday, September 12th, he called back promptly at 10 am, said "hello" and asked how everything was

I Wuz Hacked (cont.)

working. I told him it was working fine, but by adding the “work-around” (a new email address getting the email from the old one), I was getting a lot of duplicate emails. He took another look, but this time he used a different software.

Since Gigabyte Gazette on 18 December 2017 we were still in communication over the phone, I asked “why?” and he replied, “My company has installed a new software in the past week.”

The guy had already worked on my computer for TWELVE HOURS and, remember, I CALLED HIM! He said, “Look, you’ve been hacked, so I’m going to refund your money because we didn’t do our job!”

He said, “Let me be sure.” Then my PC’s screen went BLACK! I

asked, “Daniel, what’s going on?” He replied, “It’s the new software, don’t worry.” Coincidentally, my cell phone was right next to my computer. As the screen was black and I couldn’t see what he was doing, I received text messages on my cell phone, “PayPal Gift Card - \$100!” “PayPal Gift Card - \$50!” On and on. I asked Daniel, “What’s going on?”

He answered, “Nothing, I’m fixing your computer!” I answered, “Money is being taken from PayPal!” He replied “Don’t worry! It’s so we can give you your refund!”

I said, “Not from what I see! Goodbye!” and I pulled the plug! I immediately called PayPal, and stopped the \$450 in Gift Card charges! Then I called my Bank and put a freeze on all my credit

cards. Remember, Equifax had been hacked the week before, so they were NO HELP!

Then I called Amazon, where I spend much of my money. They informed me they had “denied” a charge for a \$500 gift card (because I had never ordered something like that before, and they were trying to contact me to verify, but my computer and two phones were all in use – it’s called “profiling”).

I called my friend, Chuck, at the Computer Club and he told me to bring my computer over (the Tuesday Repair SIG – Special Interest Group, had just started). I brought it over and when the guys started up my computer it required a password (which I had not made) to enter.

This is called

RANSOMWARE – They lock up or scramble your computer and make you pay a fee to release your computer from their control! Chuck, and the other guys, took out the hard drive, did something to it to remove the password, and then I got my external hard drive and we restored the computer to BEFORE this incident began.

In the meantime, Daniel called five times and told me to buy three \$100 iTunes gift cards, and when I put in the pin numbers from the back of each card, the “hack-ware” would be uninstalled! He had already taken \$299.99 in payment for his services, tried to buy \$450 in PayPal gift cards, tried to purchase a \$500 gift card from Amazon, and now he wanted \$300 more? Nope! So now, two weeks later, I’ve restored my main

computer, the email is working fine, I’m currently restoring my second laptop because I also allowed Daniel to check those email settings. I’ve changed all my credit cards and my passwords and I’m exhausted. I haven’t lost any of the “charges” yet, because they are all in “dispute,” and because PayPal, Amazon and my bank worked quickly, and I’m disputing the initial charge of \$299.99.

If that’s the price I must pay, “A lesson learned, is a lesson earned!” and maybe someone can benefit from this experience. REMEMBER – I called Daniel because my trusted Internet Provider GAVE ME THE PHONE NUMBER!

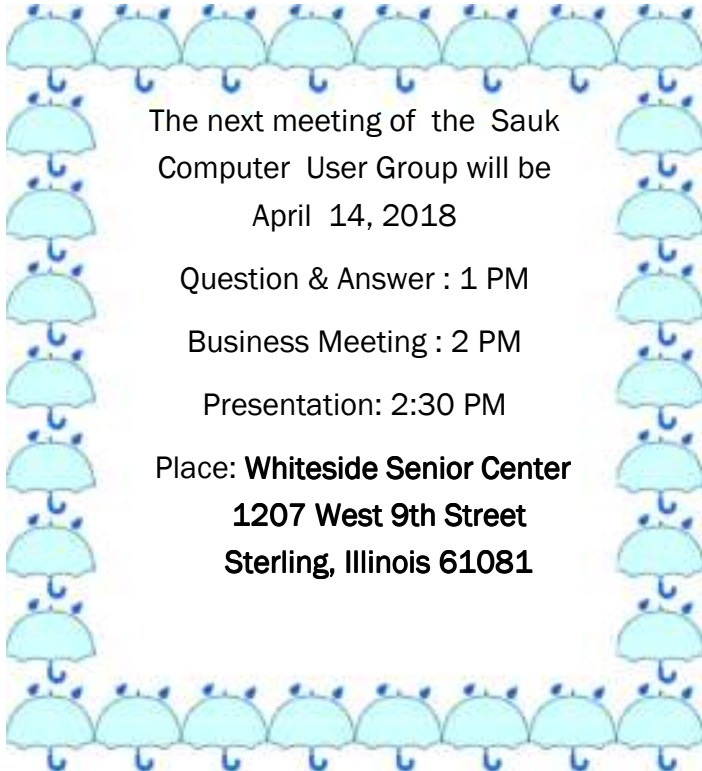
The only people SCSCC members should let into their computers are our Computer Club’s Repair

SIG which meets every Tuesday from 1 to 4 pm in the Computer Club Classroom at the Pinnacle, and the only requirement is joining the Computer Club! They know what they are doing, and they live HERE!”

From Judy: This article leads into a great discussion with your group members on who they trust to work on their computers, and why. If a member doesn’t have a trusted person, they might think about introducing themselves to another member’s trusted person. I, personally, wouldn’t get in touch with a members’ friend or relative.

*By Stu Gershon, Smartphone SIG
Leader, Sun City Summerlin
Computer Club, NV
December 2017 issue, Gigabyte
Gazette
www.scscclab.com/
tomburt89134 (at) cox.net*

There will be a Question & Answer Session starting at 1 PM. Bring any questions you have about your computer or problems you may be having. It will be conducted by:
Art Bendick & Neal Shipley



The next meeting of the Sauk
Computer User Group will be
April 14, 2018

Question & Answer : 1 PM

Business Meeting : 2 PM

Presentation: 2:30 PM

Place: **Whiteside Senior Center**
1207 West 9th Street
Sterling, Illinois 61081

**APRIL PRESENTATION WILL BE:
HOW THE INTERNET WORKS
BY TERRY MACLENNAN**