Club Information

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apcug

An International Association of Technology & Computer User Groups

JUNE 8, 2019 MINUTES: SCUG CLUB MEETING

Art Bendick opened the meeting and welcomed members. There were no guests today. Art passed out the Windows Lifecycle Fact sheet.

Question and answers:

Terry is having problems installing Office 2016 and invites any suggestions. Joyce H. is having trouble opening comments on Facebook. Neal suggested logging into a different computer or have someone else log into yours to determine if it is your account on your computer. Also, check Facebook settings and try logging out on phone.

An option for having a landline is to get a cellular home network wireless box that will use cellular service & connect to a wired home phone.

Treasurer's report was presented and accepted.

Old business: none.

New business:

Terry will put Windows 10 update (1903) on club computer.

Trip to Fry's in Chicago will be Saturday, August 3rd followed by lunch at Portello's. Parking lot at Senior Center to be fixed.

Joe is checking on 3 Headed Monster Truck Barbeque or Smoked on 3rd for July meeting food caterers. Lunch starts at noon.

June's board meeting is on 6/12/19 at 6:00pm and will be changed to the Kopper Kitchen.

Adjournment: meeting was adjourned.

Program:

Neal Shipley presented the program on Excel Tips using 2 Sele-Training YouTube videos.

Next month's program:

There will be no program next month, only the club picnic. August's program will be presented by Neal & Terry on Android Tablets and USB electrical charging.

*Respectfully submitted by
Nancy Rich, Secretary*

BOARD MEETING MINUTES FOR JUN 12, 2019

Meeting was called to order.

Attending the meeting were Neal Shipley, Terry MacLennan, Glenda MacLennan, Joe Fornero, Art Bendick, Tom Rich, and Nancy Rich.

Treasurer's report was presented by Joe F.

Future programs are:

July - Club Picnic **NOON**

August- USB charging and Android tablet by Neal and Terry

September - John Miller, Topic to be determined

October - open for program suggestions.

November - Basic cleaning of computers & Programs to optimize performance

December- potluck with Chicken George

It was suggested that we investigate using more YouTube educational tutorials for presentations so we aren't reinventing the wheel. Investigated setting up a premium YouTube account so commercials can be eliminated but cost is prohibitive. Motion made and seconded by Nancy and Neal to adjourn meeting.

Respectfully submitted by Nancy Rich,

635513263

Menu for July Picnic

Our July picnic will be catered by Smoked on Third.

It will include:

Pulled Pork

Beef Brisket

Rolls

Homemade Potato Chips

Pasta Salad

BBQ Sauce

Press Any Key To Start.

WHERE IS THE "ANY" KEY?!

What happens in the downloading process vs. the saving process on a computer?
By Dan Douglas

This month I'll take discuss a couple of topics that were passed along as suggestions. We really do want your suggestions for topics to discuss, so please pass them along!

Once you click on a 'Download' button within a page loaded in a browser, depending upon

the specific browser being used and the default download setting selected in that browser, one of two actions can occur: the file selected to be downloaded will be automatically downloaded to the specified directory chosen in the browser settings *or* you will be prompted to 'Run or Save/Save As' the file to be downloaded. If 'Run' is chosen, typically the file will be downloaded to a temporary directory located under a hidden directory within your User Account directory, and then immediately opened/executed. If 'Save' is chosen the file

will be downloaded to the default directory. The 'Save As' option will allow you to select which directory you want to save the downloaded file into. You may have to click on the drop-down list next to 'Save" to see the 'Save As' option on some browsers. In the case of both 'Save' and 'Save as,' the file will not be opened or executed until it is selected after the download process has completed.

How necessary is it to clear downloads?

On Windows 10, under the System settings, there is an option for Storage. Within Storage, you can turn on 'Storage sense' which will automatically remove temporary files and empty the recycle bin when required, based upon your choices. With the large sizes of hard drives available these days, storage is rarely used up and therefore the presence of a 100 or

more downloaded files will not be noticeable, unless they are each many gigabytes in size, such as with a movie file. In that case, you may want to move the files that you want to keep to external storage, such as a USB drive, before deleting them from the Downloads folder.

Where are downloads stored?

Depending upon your browser and the settings you have made within it, the actual downloads location can be anywhere. The common default is to use the Windows provided Downloads folder that is automatically created for you in Windows 8 up. This folder is part of the default set of folders created when you set up your account along with Desktop, Documents, Favorites, Pictures, Music, Videos, etc. My recommendation is to always use these default locations or a directory that you create within them. This way all backup

What happens in the downloading process vs. the saving process on a computer? (cont.)

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programs and migration tools will always find your files and handle them correctly.

Do downloads of docs and programs need to be saved even after installation or saving to a drive??

As a general rule, no. The exceptions would be for programs that you purchase and may need to keep if the ability to download it in the future will expire, or if you want to keep the files for re-use on another PC or at another time.

Can you itemize the security steps that all browser and email users should have checked in their settings?

My philosophy with tailoring the settings within browsers is the same for what I tell 99% of all users (and which I follow myself) is to simply use the

defaults for both the email and browser settings. Microsoft, Google, and other major browser OEMs have done a good job of recognizing the need to both protect the users of their products as well as the need to provide for good usability. You may have additional security tools in place that will also provide for screening of websites and email attachments which offer much higher levels of protection than what the browsers can provide.

What encryption protections do providers utilize and are there specific ones that users should use in addition?

If we are looking at web or email security, then the security and encryption are set by the hosting website. Typically when you log onto a financial institution, for example, you'll see the web address uses the prefix of 'HTTPS:'. This means that that website is using the SSL (Secure Sockets Layer) protocol to communicate, which is a layer of

encryption employed by that site to protect the transfer of data.

I'm not a big fan of Hard Drive data encryption because of the number of times I have seen all sorts of situations where the loss of data has occurred. Encryption is normally used where a requirement to meet specific government or corporate standards is in place, or if privacy issues are present. Encryption also comes with a significant increase in processor usage, making many computers noticeable slower. Windows 10 Professional does offer BitLocker which can encrypt a drive or folders. If the key used to encrypt the data is ever lost, all data on that drive, or in that folder(s), may no longer be accessible.

By Dan Douglas, President, Space Coast PCUG, FL June 2019 issue, The Space Coast PC Journal Datadan (at) msn.com www.scpcug.com

Who Ya Gonna Call? Unpleasant Experiences – Senior Computer Students
By Paul Baecker

I teach computer classes at a local library and hear a myriad of students' horror stories about their unpleasant computer experiences. Here are some...

Last year, this happened to two senior citizen students, in separate classes. Each student mentioned taking her computer to a local store to have it 'repaired.' One said which store she brought it to (a big-box store with a diagnostic department) and paid $200. The other took it to a local office-supply store but was too embarrassed to admit the cost she paid. In both cases, the ladies could not remember what problem(s) the PCs were having -- they just "weren't working right." Each student got her computer back, and each computer worked great. The problem? Their personal data (docs, music, photos, etc.) was gone. When questioned about whether they were offered the service of backing up these files, I was met with blank stares. They weren't pleased with losing the files, but still -- blank stares. Neither student could recall being offered a backup of the data files (at additional cost, of course). Perhaps that solicitation was not made, or perhaps they simply did not understand it.

Last month another student reported a pop-up on his Win10 PC. It was one of those typical pop-ups suggesting that the computer had so-and-so many things wrong and a simple phone call could set everything straight. The phone number in the pop-up was 1-855-623-5333. A simple web-search of this phone number reveals it as a popular component of a "pop-up virus." This pop-up loaded immediately with each Win10 login and kept the user from seeing any of his desktop or running any programs. It acted as I would expect a ransomware attack would act, although no ransom demand was noted. Perhaps needless to say, I had to enter Windows' 'Safe Mode' to be able to evict it from the PC, since in 'Normal Mode' I could not access any programs (including security tools). But how did the user get this infection? Simple: He opened an email message from the US Postal Service regarding his request for an upcoming vacation hold of his mail delivery. The problem is that the email was fake. It LOOKED like the other email message he'd previously received, but when hovering over the links in the message, they did not point to the USPS, but rather to some other web location. Not knowing how to determine that the links were fake, he trusted the message and clicked away. BOOM! -- The PC got hacked. An important lesson learned.

Another student was trying to demystify Microsoft's OneDrive on her Windows 10 PC. She had a subscription to Office 365 and had a genuine purpose to be using that cloud storage service. But it just wasn't cooperating -- she was challenged with getting the sync feature to work. So, she searched the web for assistance, and came upon a Microsoft site with a phone number. (Turns out that the site was NOT a Microsoft site, but read on.) The site looked professional, and she called the number, and met "Alex and Steve." Alex chatted with her about her dilemma for the longest time (20+ minutes), drawing fancy images on her screen,

Who Ya Gonna Call? Unpleasant Experiences – Senior Computer Students (cont.)

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suggesting what they could do for her and how much their service would cost (initially, $699, but when they learned that she was a senior citizen, the senior discount kicked in at $499). Fortunately, Alex and Steve were greedy enough to price themselves out of her business, but had they suggested more like $100, she might have jumped at the offer. But during the long chat with Alex, we surmise that Steve (probably not their real names, of course, since they certainly didn't hide their far-eastern accent) was diligently trying to break into her PC and access whatever files he could. Later, in diagnosing some oddities with her system, we found remnant files in a few places that looked as though Steve had accessed the PC but wasn't experienced enough to cause permanent damage. Sloppy novice hackers.

And a student brought her laptop to a class and asked whether I could help her with a problem. She could not log in to her Windows 10 PC since the previous weekend, although she was insistent that she knew the password. After several tries (using variants of the password contents), we sat there,

discussing the problem and alternative solutions (there were few). But during that chat, we were surprised to hear a voice come over the speakers of the not-yet-logged-into PC, telling us that a call to such-and-such phone number could fix so-and-so many hundreds of problems on the PC (similar to the screen popups that we all have witnessed). I figured that the user had caught an infection that also changed her login password. (I have broken into login credentials on Win7 & 8.1 PCs, but Win10 presents advanced security features that stymied my similar attempts.) I do not know what the user eventually did with her PC issue.

These are situations which none of us want to experience. But what if we do have problems or questions about our PCs or our Internet experiences? Each of these users COULD have avoided their dilemmas with a little knowledge.....or with a computer club membership. As a club member, you have access to knowledgeable folks who are willing and able to assist you, without shelling out extra bucks

unnecessarily. The club newsletter lists contacts to club volunteers who are ready to help. And each member has the email addresses of the other members. Do not feel intimidated to ask for help when you're stumped with a problem. We all started out with no knowledge, and through reading, research and asking questions (and bits of trial and error), we all have acquired a certain level of digital smarts. If you ask one person, and the response is not quite satisfactory (maybe it didn't work, or it was way over your head), ask again, or ask someone else. Everyone has different ideas and potential solutions, and different ways to convey them. There are NO dumb questions -- we've all asked them. Besides, it's FUN to learn how to control your digital toys! So, never be afraid to ask for help.

Review - Grammarly
By Matt Batt

I always thought I was a decent writer. I know that I write in the passive voice too often, but I always try to keep my sentence structure correct and my sentences easy to read.

Recently, I discovered a piece of software called Grammarly. It reviews your writing and finds typos, spelling errors and grammar mistakes. It's quite effective. It's like a proofreader on steroids. Some days, it's quite humbling.

Grammarly comes in a free or paid version. The free version contains most of the features of the paid version. The free version of Grammarly is more than sufficient for the kind of writing that most of us do with emails, letters, and articles. The paid version gives you an advanced grammar checker, a plagiarism detector and detailed information about each of your grammar mistakes.

There are several ways to install and use Grammarly:

I installed Grammarly as an extension to my Chrome browser. This is the easiest way to get started with it. It is available from www.grammarly.com. Once I installed it, Grammarly was available to check my emails that were composed using the Gmail website online. This chrome extension also works with other online email and document editors.

I installed the Grammarly desktop app (www.grammarly.come/native/windows). The way to use the desktop is to copy and paste what you have written into Grammarly to be checked. Another option is to click on Import and upload a Microsoft Word document directly into Grammarly.

I also installed the Microsoft Office add-in (www.grammarly.com/office-addin/windows) so that Grammarly was active for Microsoft Word and Outlook.

My usage is simple. I use the Word add-in to check documents that I write and the Chrome add-in to check my emails. I won't tell you how many errors have been caught, but I'm very happy that Grammarly is there for me.

I recently got to take a book that had been already published and proofread by professionals and run it through Grammarly software. Grammarly pointed out many errors of style and some serious grammar errors. Both the author and I were very impressed.

Grammarly extensions are available for the Chrome, Safari, Firefox and Edge browsers. It is also available for both the iPhone and Android platforms.

Try it, you'll like it.

By Matt Batt, President, The Computer Club, Florida April 2019 issue, The Journal of The Computer Club www.scccomputerclub.org / mbatt453 (at) gmail.com

There will be a short Question & Answer session after the meal. 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

July 13, 2019

Meal: Noon

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

JULY IS OUR ANNUAL PICNIC. THIS YEAR WILL BE CATERED BY SMOKED ON 3RD STARTING AT NOON.