2022

New Members' Frequently Asked Questions (FAQs)

Last Updated on January 1, 2022

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Welcome to the Sun City Anthem Computer Club (SCACC). Our club is staffed entirely by volunteers... our Monitors, Board of Directors, Instructors, House Call folks, and even our Webmaster are all here strictly on a volunteer (unpaid) basis. If you are interested in joining them in order to assist others, please let us know... you are most welcome here.

Please note that the Monitor on duty is the person in charge of maintaining order and enforcing our various rules and procedures, so that we are able to keep all of our facilities running smoothly for everyone.

Membership in the Computer Club costs only $10 a year, and includes many benefits, such as access to the latest in computer technology, and even access to experts in a wide range of computer-based fields.

Computer Club Rules

Question #1	What are the Rules for Using the Computer Club?	Please commit these to memory: • **Keep Things Quiet.** No noisy conversations, no cellphone use. With the exception of training that is taking place behind the closed door of the Classroom, there should be no commotion. • **Don't Rush the Printers.** Wait until the printer has finished printing or copying to fish out the newly printed or copied pages. • **No Food or Drink is Allowed.** Bottled water (with a cap) is fine. • **Copies and Printouts are Limited to a Total of 10 Pages (Sheets of Paper) per Member, per Day.** Note that this restriction does not apply if the member is printing or copying information for their IRS tax return, however the member must notify the Monitor on duty of that fact before beginning their printing and/or copying. • **Trial Members May *Not* Sit In On Classroom Sessions.** Please note that all activities are video-recorded and closely monitored.

About Membership

Question #2	What are the Requirements for Membership?	Club Membership is open to all Sun City Anthem (SCA) residents with a current SCA Activities Card. **Sun City Anthem Community Assoc.** 2450 Hampton Rd., Henderson, NV 89052 702-614-5800 ALBERT EINSTEIN EX 12/31/17 RC 00000X101
Question #3	What Does Membership Cost?	$10 annually, in cash (exact change is required) or by check payable to *Sun City Anthem Community Association, Inc.* Please note that the Monitor on duty does have a pre-printed payee stamp which you can use to make out your check.
Question #4	Do You Offer a Trial Membership?	Yes, if you sign up as a Free Trial Member you are entitled to use most of the Computer Club and its facilities for up to 3 consecutive and/or non-consecutive days, including entering and exiting the Computer Club multiple times during any of those 3 free days. To become a Trial Member, follow the online process to Join (see detailed instructions in Question #5), but when you speak with the Monitor on duty, please have him/her log a "Trial Membership" $0 payment for your account.

Note that Trial Membership is only available *once* to any Sun City Anthem resident; and only to those residents who have never before signed up as members of the Computer Club.

Note that Trial Members are *not* able to sign up for, nor participate in, nor sit in on classes, nor are they authorized to receive personal assistance at home (referred to as the "House Call").

Trial Memberships may not be renewed, nor extended.

Joining and Renewing My Membership

Question #5	How Do I Join?	Visit our website at **www.computer.scaclub.org** and (in the left navigation menu) click **Join the Club**. Complete the form that appears, then click **Create New Account**. Next, present your current SCA Activities Card to the Monitor on duty at the Computer Club and make your $10 payment. Please remember to add the **manager@computer.scaclub.org** email address to your list of email contacts so that emails sent to you via the website do not wind up in your spam filter. **A few pointers when filling out the online form:** **Email Address** - This must be unique from any other Computer Club member's email address. If you do not have your own email address, please see the Frequently Asked Questions beneath the "Email and Password Puzzlers" section, starting with Question #10 and continuing through Question #12. You can alternatively enter the ID Number from your SCA Activities Card in the Email Address f ield. **Username** - This is the ID Number from your SCA Activities Card. Once you've completed this screen and click **Create New Account**, the website will send you an email confirming your new membership, and providing a link that you'll need to click in order to establish your new password – in other words, whatever password you want to use in the future when you return and want to log back into our website.
Question #6	How Do I Renew My Membership?	Simply present your current SCA Activities Card to the Monitor on duty and make your $10 payment.
Question #7	Can I Renew My Spouse's Membership?	Yes, *if* both you and your spouse reside at the same address and *if* you both have the identical first 5 digits in the ID Number of your SCA Activities Cards.

Question #8	I Am a Resident But Don't Have an SCA Activities Card; What Should I Do?	Please visit or phone the Anthem Center Community Association Administration (the small office nearest to the main entrance of the building). Their phone number is (702) 614-5800. Note that they will need for you to bring with you some very specific documentation when you apply for your SCA Activities Card.

Email and Password Puzzlers

Question #9	I Forgot My Computer Club Password; Can I Reset It?	Yes, visit **www.computer.scaclub.org** and click **Log In ➡ Reset Your Password**. Enter your email address or the ID Number on your SCA Activities Card and click **Submit**. If you do not immediately see the password reset email in your Inbox, try hitting **Send/Receive** and possibly checking your spam filter. Reminder: It is an excellent idea to add the **manager@computer.scaclub.org** email address to your list of email contacts so that emails sent to you via the website do not wind up in your spam filter. As soon as the password reset email arrives, open it and click the offered link, then follow the instructions you see on the screen in front of you. You will click **Login**, type whatever password you want in 2 places, then slide down to the very bottom of the screen and click **Save**. Please note that the password reset email expires exactly 24 hours after you request it. If you are unable to complete the password reset within that time, you will need to repeat this process, starting with again requesting a password reset.
Question #10	What if My Email Address is the Same as My Spouse's Who is Also a Member?	Sorry, but you will need to obtain your own unique email address. (Please see Question #12 for a few websites that will give you an email address for free.)
Question #11	What if I Don't Have an Email Address at All?	You just need to set one up. (Please see Question #12 for a few websites that will give you an email address for free.)
Question #12	Where Can I Get My Own Email Address for Free?	Some excellent resources that will give you an email address for free include: 　　　**www.Gmail.com** 　　　**www.Yahoo.com** 　　　**www.AOL.com** Please note that the Monitor on duty will be happy to assist you if you are not comfortable doing this on your own.
Question #13	What Can I Do to Make Sure I Don't Miss Emails from the Computer Club?	Please add the **manager@computer.scaclub.org** email address to your list of email contacts so that emails sent to you via the website do not wind up in your spam filter.

Question #14	How Do I Log Into the Computer Club Website?	Visit **www.computer.scaclub.org** and click the link in the top navigation bar labeled **Log In**. Next, enter your email address or the ID Number on your SCA Activities Card, and your password, then click the *button* labeled **Log In**. **Sun City Anthem Community Assoc.** 2450 Hampton Rd., Henderson, NV 89052 702-614-5800 ALBERT EINSTEIN EX 12/31/17 RC 00000X101
Question #15	Do I Need to Log Out of the Computer Club Website When I'm Done Using a Computer at the Computer Club?	Yes. Or simply switch to Macintosh then restart the computer, which will erase all of your personal information, such as cookies, browser history, caches and other saved login information. Please see Question #32 for detailed instructions on how to switch to Macintosh, then restart the computer.

Classes and Personal Assistance

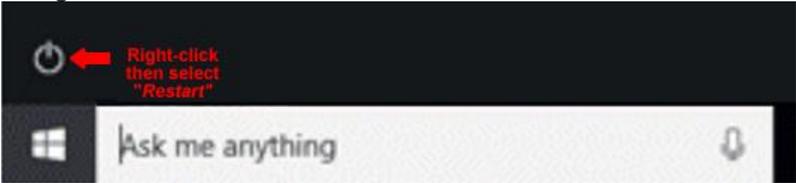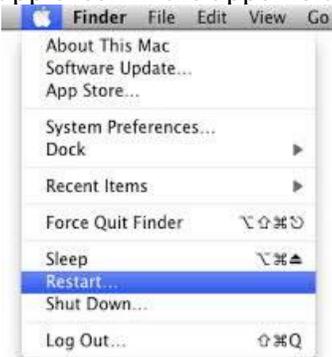|		
Question #16	What Classes Do You Offer?	Visit the website at **www.computer.scaclub.org** and click either: **Calendars ➡ Classes/Events** to see a list of classes for the current month. You can click to scroll to the next or previous months by clicking **Next >>** or **<< Prev**. **Education** to see a catalog listing of all the classes offered at various times during the year.
Question #17	Is There a Class Especially for New Members?	Absolutely; it's called "New Member Orientation" and it's typically offered once a month. This class covers a wide range of topics, including resources in our monthly newsletter, signing up for periodic email notices so that you can stay in touch with all the goings-on at our club, our website and how best to use it, information about our member meetings, getting one-on-one tutoring in your home, using our online learning tools, and so much more. This is a terrific place to get all of your questions answered, and to help us learn what additional resources we might possibly be able to provide for you. If you haven't yet taken this class, we do hope you'll do so soon.
Question #18	How Do I Register for a Class?	First, log into the website at **www.computer.scaclub.org** and locate the class for which you would like to register. (See Question #16 for details on how to navigate to an upcoming class.) When you locate the class that you would like to take, click the class name and click **Enroll** for the session in which you would like to participate. Please note that the Monitor on duty cannot perform this task for you; only *you* can register for a class.
Question #19	How Do I Cancel My Class Registration?	First, log into the website at **www.computer.scaclub.org** and locate the class for which for you need to cancel your registration. (See Question #16 for details on how to navigate to an upcoming class.) When you locate the class, click its name and click **Drop** for the session for which you had previously registered. Please note that the Monitor on duty cannot perform this task for you; only *you* can drop a class.

Question #20	Can I Request Help From the Monitor on Duty?	Yes. Please note that the Monitor is responsible for maintaining the entire area, so he/she cannot sit and tutor you. However, our Monitors do try to be as helpful as possible.
Question #21	Can I Have An Expert Come to My Home?	Yes, the Computer Club offers a "House Call" program to our members. Visit **www.computer.scaclub.org** and click **House Call** in the top navigation panel. From the dropdown menu, select the type of computer with which you need help. A list of those House Call technicians that may possibly be able to assist you is listed. If you'd like to filter that list further, then next select the type of problem you're experiencing. "Hardware" refers to physical computer parts that need to be connected to each other. "Software" refers to programs that run on the computer once it is assembled. "Tutoring" refers to a general introduction to a software program… basically holding your hand as you learn that new software program. Read through the list of available personnel and select the individual that you believe will be the best choice for your particular computer need. Also click the link labeled "**Please click here for important information that you should read before scheduling a House Call,**" and familiarize yourself with the policies and procedures around the House Call you are requesting.

Computer Club Procedures

Question #22	What Is the Procedure for Entering the Computer Club?	Please enter using the door to the Laboratory and Sign-In by placing your SCA Activities Card face-up below the scanner on the Monitor's desk. When the scanner has successfully scanned your card number into the system, you will hear a beep and a "Thank you."
Question #23	What is the Sign-In Procedure When Taking a Class?	Follow the normal procedure to enter the Computer Club, including scanning your SCA Activities Card at the Monitor's desk. Then also scan your SCA Activities Card in the Classroom. The second scanner (in the Classroom) is located in the front of the room, near the whiteboard.
Question #24	Can I Enter the Computer Club Without My SCA Activities Card?	Sorry, no.
Question #25	Can I Enter the Computer Club With an Expired SCA Activities Card?	Sorry, no. The office (the Anthem Center Community Association Administration) that can renew your SCA Activities Card is located in the same building, in the small office nearest to the main entrance of the building.
Question #26	What is the Procedure for Leaving the Computer Club?	If you have just completed a class in the Classroom, please exit using the Classroom door, rather than going back out through the Laboratory.
Question #27	Can I Bring My Non-Member Spouse In With Me?	Sorry, no. If he/she has never joined the computer club, your spouse can sign up as a Trial Member, however. For details, please see Question #4.
Question #28	Can I Bring a Guest In With Me?	You may bring a guest who is not a resident of Sun City Anthem. Please note that guests are only entitled to short-term computer usage (such as printing a boarding pass) or sending a fax. They are not entitled to any of the other Computer Club's resources or facilities. Please make sure you physically remain with your guest throughout their visit to the Computer Club.

Question #29	Can My Guest Use the Fax Machine?	Yes.
Question #30	Can I Use the Shredder to Shred Papers I Brought in From Home?	Sorry, no. You might want to check with the receptionist at the entrance to the Anthem Center and inquire as to when the next shredder truck will be available in the parking lot.
Question #31	What are the Hours at the Computer Club?	Our usual hours of operation are Monday through Saturday from 9:00 am to 3:30 pm. Please note that there are times when the Computer Club will be unexpectedly closed, whether for maintenance or for lack of an available Monitor. For that reason we encourage you to check via the Computer Club website before visiting to ascertain whether a Monitor is on duty before heading to the facility in person. You'll find that information on the Homepage, lower left corner beneath the heading "Today's Monitors."

The Computer Club Resources that are Available to Me

Question #32	What Types of Computers are Available?	Members may use any of the computers *except for*: • The two computers on the Monitor's desk in the Laboratory. • The computers in the front of the room (situated near the whiteboard) in the Classroom. • Any computers specifically marked with "off-limits" tape. All of the computers that the members may use can run as either Windows or Macintosh computers. If your computer is running Windows and you would like for it to run as a Macintosh computer instead, simply restart the computer by right-clicking the power button and selecting "Restart," then (while it is restarting) press and hold the **Alt/Option** button on your keyboard until the screen displays 2 large icons. Double-click the icon labeled "Macintosh HD." If your computer is running Macintosh and you would like for it to run as a Windows computer instead, simply restart the computer by clicking the tiny apple icon in the upper left corner of your screen, then selecting "Restart." The computers in the first 3 rows of the classroom, and several in the laboratory run Windows 10 in a slightly different manner (they are known as

|		
		"virtual" machines). To switch between Windows and Macintosh on those computers, just drag 3 fingers either to the left or to the right on the small trackpad that is nestled up against the bottom of the screen. You can alternatively press and hold the Ctrl key, and either the left cursor arrow on your keyboard, or the right cursor arrow on your keyboard. You'll also see directions for doing so on the screen for those computers.
Question #33	Which Copier or Printer Should I Use?	Please use a printer that corresponds to your location in the Computer Club... if you are in the Laboratory, send your print requests to a printer physically located in the Laboratory. If you are in the Classroom, send your print requests to a printer physically located in the Classroom. Please select the printer that corresponds to your color vs. black and white needs. In other words, only send your print requests to a color printer if you actually need for it to print in color. Each printer included in the list of available printers (when you try to queue a print job) will clearly indicate whether it is in the Laboratory (Lab) or in the Classroom (Class). For color printers, you will also see an indication (within its name) that it prints in color. You will find a paper sign taped to the front of each printer that clearly identifies it by that printer's name. Note that in some software applications, the list of available printers, when you try to queue something to a printer, is wider than the available space to display all the printer names. If you click on the horizontal scrollbar beneath the printers' names, you can scroll to the side to see and choose from additional printers listed there.
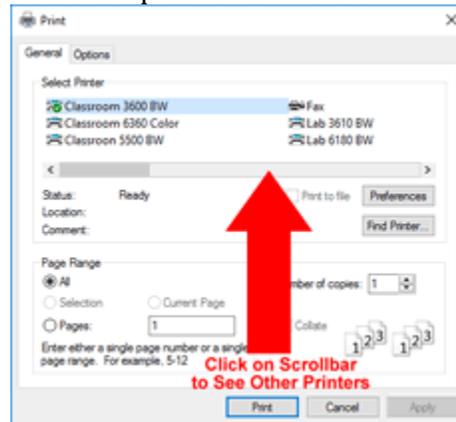
There are numerous machines that can print, produce copies and more.

Note that the 6900 (located in the Laboratory) can create 2-sided copies from 2-sided originals.

Location	Name	Copier	Fax	Printer	Scanner
Classroom	5500	✓		✓	✓
Classroom	8360			✓	
Classroom	6200(C)			✓	
Laboratory	6200			✓	
Laboratory	6700			✓	
Laboratory	6900	✓	✓	✓	✓

		✓ - Indicates the unit performs the checked function in both Color, and in Black and White. ✔ - Indicates the unit performs the checked function only in Black and White.
Question #34	Which Scanner Should I Use?	In addition to the Copiers/Printers that offer a scanning function, there are also 2 specialty scanners in the Computer Club: • The **Plustek OpticFilm 8200i Ai Film Scanner** which can convert your 35mm negatives and mounted slides into digital files that you can edit and view on the computer. • The **Epson V700** which can scan photographs, slides, and similar materials.
Question #35	How Do I Send a Fax?	There is one active fax machine; it is located in the Laboratory. **To use the 6900 (in the Laboratory) to send a fax:** Press the Control Panel on the top front of the machine to "wake it up." Then press the softkey labeled "Fax." 1. Enter the area code and phone number. 2. Place the document (sans paperclips and staples) in the document feeder on the top of the fax machine, face up. 3. Press "Fax Start." The fax machine will quickly sort through the document in its feeder, then spend (typically) 5 to 10 minutes memorizing the contents of that document, and then will actively attempt to transmit it. If there is no response from the receiving fax machine, our fax machine will try two more times to complete the transmission. When the attempt(s) are finished, the fax machine will print a single page that reports to you the result of the fax attempt.... you'll either see an error message detailing why the fax failed, or else you'll see a "Result" of "OK" indicating that the fax was successfully sent.
Question #36	What Should I Do If a Computer, Copier, Printer, Etc. Is Not Working or Needs Attention?	Please notify the Monitor on duty so that he/she can notify the appropriate Computer Club officials.
Question #37	Which Sun City Anthem Wifi Can I Connect To With My Wireless Device?	Please choose "SCA Guest," then either click the notification on your cellphone to "Sign Into Network" (or something to that effect, depending upon your device's specification), or else open a web browser and go to our website at **www.computer.scaclub.org**, then scroll to the bottom of the page and click to "Continue to the Internet." You may need to repeat that step several times. Note that the Sun City Anthem Guest Wifi does *not* provide a secure connection, so we encourage you not to use that Wifi connection when conducting private business, such as online banking.
Question #38	Can I Become a Computer Club Monitor?	Absolutely. We would love to have you. Just sign up for the class titled "Monitor Training - Refresher" to get started. You do *not* need to be a guru in order to be of great help to others in our community.