

# SCA Computer Club notes

## Classes for the Month of Mar



Happy St. Patrick's Day!

To enroll, log into the website at <https://computer.scaclub.org/>. Go to Calendars and select Classes/Events. Click on the class you want to take and under "Action", click on "**Enroll**". (Be sure to check the date as there may be multiple offerings of the class). If you need to cancel your enrollment, please log back in, select the class again and click on "**Drop**". All classes are FREE to Computer Club members in good standing and are geared for **beginners** unless otherwise indicated. A member can take any class as many times as desired. **IMPORTANT: You must have your SCA Resident ID with you to check-in at the Monitor desk AND AGAIN in the front of the Classroom to ensure you are enrolled on the day of the class. Check-in will begin 20 minutes before the scheduled class time. If you are late, you may be bumped from the class by someone on the waiting list.**

**Apple Mobile Contacts App:** Account configuration, using groups to organize contacts, integration with the Mail app, the phone, the Message app and Facetime.

**Prerequisites:** *Introduction to iPad or familiarity with the iOS operating system.*

**Monitor Training-Refresher:** Refresher course for **current** Monitors. Monitors are required to attend this course once every twelve (12) months to stay qualified, as well as perform a minimum of ten (12) shifts per year.

**Introduction to iPhone/iPad:** Basic iOS settings and features to set up iPhone and iPad, including iCloud linking all devices.

**Apple Mobile Mail App:** Topics will include basic account setup, creating and using mailboxes, attachments, and signatures. We will also cover sending attachments including pictures by email. Avoiding Spam and phishing schemes will be explained. **Prerequisites:** *Introduction to iPad or familiarity with iOS operating system.*

**Monitor Training-New Monitors:** Interested in being a monitor? This class is for **new monitors** to familiarize them with our Club policies and expectations before signing up for a shift. No special requirements; just the willingness to volunteer to assist our Club members and to keep our Club open.

**Photoshop Elements:** Do you take pictures with either a digital camera or a smart phone? Learn how to organize and edit your pictures. This hands-on class for both Mac and Windows users gives a basic introduction to Adobe Photoshop Elements.

**Photoshop Elements Advanced Topics:** discusses monthly topics based upon skills learned in the Photoshop Elements class including color and light adjustments, removing objects, combining photos, adjustment layers, etc. **Prerequisites:** *Basic Photoshop Elements class or some experience using Photoshop Elements or Photoshop.*

Your Computer Board meets monthly on Tuesdays at 1:30 pm in the classroom. Any member in good standing may come and listen to the Board's discussions. Near the end of the meeting, there is a Member's Comment period where members can address the Board, ask questions, make recommendations, etc.

## Special Interest Groups

Special Interest groups meet on a weekly or monthly basis. We invite ANY Computer Club member who is interested in learning more about a specific product/application or a specific topic to join in the discussions. All groups meet in the computer classroom. Participants ask questions and discuss various topics at each session.

If you are an Apple user, attend *Apple Talk* that meets **monthly** to investigate Apple products. Did you recently buy a Mac, an iPad or MacBook Air? Do you have questions regarding specific Apple products or applications? Sit in on this month's meeting on **Saturday, Mar 11 from 10 AM - noon** and see if this is the group you have been looking to join.

*Computer Talk* meets **weekly from 9 –10 AM** every **Thursday** and is designed as a “question and answer” session. Can't figure out how to do something? Do you have a question regarding a specific product or application? This group is for computer related discussions and not limited to any specific product. Bring your Android, Apple, Chromebook, Windows, etc. questions and we'll try to answer them. Please don't ask how replace your garbage disposal or fix your washing machine. New members are always welcome.

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If you are a new member, don't forget to attend New Member Orientation (when offered) to learn about the benefits of your membership. They include, but are not limited to, free classes, a monthly Club newsletter, access our House call Program and much more. If you are an existing member and would like to refresh your memory, you are welcome to attend as well. Check the calendar to see when this class is offered and sign yourself up. See you soon.

Did you know that when you are writing something in Word and want to capitalize the whole word or even a section, the easiest way to do so is to simply select the Shift + F3 keys simultaneously and it will make it ALL CAPS or all lowercase letters? Usually I just re-type the word or section, but this is so much easier. What do you think?

Did you know that if you download a “PDF” file and it ends in “.exe” delete it immediately. Why? Because it is a virus. Always check the URL or file name if you are unsure, before clicking on it.

Did you get an email or text alerting you to change your Google password? How to you know if it is a scam, or if it is real or fake? Here are some things to look for:

- Check the sender's email address. A legitimate Google domain may be “accounts.google.com” or “noreply@google.com”
- Are there spelling or grammatical errors? Many times fake emails have these errors.
- Is there a suspicious link or attachment? If you are unsure, DO NOT click on it.
- Don't provide any personal information over email and only login to your google account by typing the URL google.com to check your account.
- You can check Google's official website to see if there are any alerts or announcement regarding suspicious emails.
- Lastly, don't forget that you can hover over the link to see the actual URL. If it looks suspicious, don't click on it.

If Google requests you to change your password it could be that it noticed suspicious activity on your account, perhaps a login from a location not previously associated with your account. Changing your password could be beneficial and keep you safe. Just think about it before taking action.

## Looking to recycle or donate your old electronics or computer related equipment?

For many years, our SCA Computer Club sponsored an annual computer/electronics recycling event for those residents who no longer needed/wanted their equipment. Unfortunately, there will **NOT** be an electronic recycling event this year. However, if you have equipment you would like to recycle or donate, here are a few places that **WILL** accept your donation or recyclable equipment:

- ◆ **Nevada State Recycle:** \*Free electronic drop-off service in Las Vegas at 1816 Industrial Rd, Unit 4, Las Vegas, NV 89012 (just off of the I-15 and Sahara). There is a \$20 recycling fee for each CRT TV/Monitor or Rear Projection TV. Go to [nevadastaterecycle.com](http://nevadastaterecycle.com) for more information.
- ◆ **Best Buy:** Accepts up to three (3) products per household per day. There is a \$29.99 fee for monitors. For more information go to [bestbuy.com](http://bestbuy.com) and select *Support & Services* from the **Menu**. Then scroll down and select *Haul Away & Recycling* from the **Additional Services box**.
- ◆ **Blind Center of Nevada:** They accept computers, laptops, flat screen computer monitors, VHS players, scanners, printers, cell phones and more. There is a \$30 fee for flat screen TVs. They do **NOT** accept CRT, tube, rear projection TVs or copiers. They are located at 1001 N. Bruce Street, Las Vegas, NV 89101. For more information go to [www.blindcenter.org](http://www.blindcenter.org) and click on Electronic Recycling.
- ◆ **Savers:** at Green Valley Crossing, 645 Green Valley Pkwy, Henderson, NV 89052 accepts donation drop-offs, but **NOT** Projection TVs, Tube TVs & Monitors, or Desktop Computers. For more information go to: [store.savers.com](http://store.savers.com)
- ◆ **Goodwill:** all donated computers are wiped clean of personal data. A Goodwill Retail Store is located at 9230 S Eastern Ave, Las Vegas NV 89123. There is also a drop-off Conex that may accept donations in the Albertson's parking lot at Bicentennial & Anthem Pkwy. For more information go to [goodwillvegas.org](http://goodwillvegas.org)
- ◆ **Ubreakifix:** located at 695 N Stephanie St, Henderson, NV 89014 accepts irreparable or outdated devices which they recycle at no cost to you. For more information go to: [local.ubreakifix.com](http://local.ubreakifix.com)
- ◆ **Sustain Vegas:** provides free Electronic recycling services. Televisions will be accepted for drop off but, there is a \$25 fee. Sustain Vegas **will pickup your equipment in most cases, for FREE**. For more information go to: [sustainvegas.com](http://sustainvegas.com)
- ◆ **Staples:** Limit of seven (7) items per customer per day. Does not accept TVs. For more information go to: [staples.com](http://staples.com)
- ◆ **Republic Services:** accepts just about anything with a cord. For more info, go to: [www.republicservices.com/residents/recycling/e-waste](http://www.republicservices.com/residents/recycling/e-waste)

These are just a few of the places that will accept electronics/computer items for recycling. It is not an all inclusive list and there may be other companies in our area that will accept items you wish to dispose of /or recycle. The SCA Computer Club **DOES NOT** collect items for recycling with the *exception* of *printer ink cartridges*. Ink cartridges may be dropped off in the box at the check-in desk at the entrance of the club. Please **DO NOT** drop off any other items at the club. Thank you for your cooperation.

## How to clear your browser cache on your computer

What is cache and why should I clear it? Do you go to multiple websites while browsing on your computer? Your browser could re-load the site every time you visit it, but doing so would take time. Instead your browser stores files, scripts, images, etc. on your computer after opening an app or visiting a website for the first time. So when you visit a website, your browser downloads info from the website and stores the data on your computer's hard drive. The next time you visit the website, it will load faster. Basically, cache is a collection of things stored in a hidden place.

Not to be confused with cookies, that stores information about you and the places you browse online. Cookies will keep track of the sites that you visit, what you have in your shopping cart, buttons that you pressed, etc. Transient cookies will expire every time you close your browser, but persistent cookies will store the data permanently (from browsing session to browsing session). The cookies are stored in the cache. Cache is where your browser stores images, code and other files to avoid having to download each time repeatedly. If it didn't store this info, everything would be slower to open each time you visited that site.

Many times cache and cookies are thought to be the same thing and clearing them periodically could help keep your computer from bogging down or even fixing a website that is having trouble loading. So how does one do that?

To clear your browser cache in **Google Chrome** is easy.

- In Windows, simply press the **Ctrl + Shift + Delete keys** simultaneously while in the browser. It will display a window with *options* you can select such as browsing history, cookies, cached image and files, passwords, autofill form data, etc. The *time range window* allows you to choose a range from the last hour to days, weeks or even all time. Be sure to scroll down to see all of the available options. Select the ones you want, then select **Clear now**.
- If you use a **Mac computer**, select the **Command+ Shift + Delete** keys to do the same.

To clear your **Safari browser on a Mac** (Mac users only)

- Select **Safari** on the top menu bar, then select **Preferences**.
- Click on the **Privacy tab** and select **Manage Website Data**.
- Select **Remove All > Remove Now**. You can now exit Safari and open it again to see your changes.

Using **Edge**? Try this:

- Click on the three (3) dots in the top upper right-hand corner while in the browser to open your **Tools** menu.
- Select **Settings**, then **Privacy search and services**.
- Scroll down to the section labeled **Clear browsing data**, which will give you options when you click on the **Choose what to clear button**.

What about **Firefox**?

- Select the Tools bar (top right-hand corner e.g. three (3) horizontal lines).
- Click on **Options** (if you are using Windows, or **Preferences** if you are using a Mac).
- Select **Privacy & Security** and look for the section **Cookies and Site Data**.
- Select the **Clear Data** button. You'll see **Cookies and Site Data** and **Cached Web Content**. Select your preferences, then select **Clear**.

Many folks have more than one email account. And many folks have more than one device associated with their Google account. Ever wonder how many devices you have associated with your account? Did you get a new phone or new laptop, or perhaps a Chromebook? Google remembers each device, but if you no longer use it, or if it was lost or stolen, it is probably a good idea to “drop” that device as it is no longer needed. Want to know how to do so?

- Log into your Google account at: **myaccount.google.com** and click on the **Security tab** on the left side of the page.
- Scroll down to the section labeled **Your devices** and select **Manage all devices**. The first entry you will see is the device you are currently logged into.
- If you click on a device, it will display more details e.g. operating system, location, browser and the last date and time the device was used to sign into your account.
- A **Sign out** pop-up should display and if you want to remove that device, click on the **Sign out** pop-up. Do that for each device you want to remove, especially **IF** it is one you do not recognize. Select **Don't recognize something?** and you will have the option to sign out again.
- If you have to remove a device you do not recognize, it would also be good to immediately **CHANGE** your password for that account, as someone else may be using it.

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Do you use an Android phone? Are you getting spam *messages*? How annoying, right? Some mobile phones allow you to block and report spam messages as junk. Some carriers will even let you know when a message is a possible scam, e.g. AT&T Call Protect, Verizon Call Filter, and T-Mobile Scam Shield.

The Google Messages app includes spam blocking and reporting of spam text messages. You can simply block it, or you can block it and report it. To block a message,

- Open the **Message** app and touch and hold the message you want to block on the **Home** screen.
- Tap **Block > OK**.

To report and block a message,

- Open the **Messages** app and touch and hold the message you want to report.
- Select **Block > Report spam > OK**.

Another way to block and report a message is from within your message.

- Open your message and select the **three (3) dots** in the upper right-hand corner for more options.
- Select **Details > Block & report spam > OK**.

Lastly, did you know that the Global System for Mobile Communications (GSMA) has created a spam reporting system for AT&T, T-Mobile, Verizon & Sprint customers? To use it, just **forward** your unwanted message to **7726** (this actually spells SPAM on your keyboard). Here's how:

- Open your message in your Google Messages app and **press and hold** the phone number at the top of your screen, then tap **Copy**.
- **Long press** the spam message itself and select **Forward**.
- Type **7726** into the recipient field and **send** the message. You should get an automated message from 7726. Reply by **pasting the phone number you copied** and **send** the message. You should get another reply thanking you for reporting the number.

## To file in folders or simply add to your desktop?



Are you still using desktop icons as your filing system, instead of folders? Does your desktop look similar to this? Yes, there is a lot of space on one's desktop, but do you really want to see this every time? While it might provide fast access to your apps and files, it might be better to store files in designated places. You normally have a default location, e.g. downloads, documents, media, files, etc.

So what can you use your desktop for instead? Try different backgrounds to brighten your day. Perhaps a picture of your grandkids, or changing wall papers. You can even rotate them and turn your desktop into a digital photo frame. You try to declutter your house, so why not declutter your desktop? Try pinning your favorite or most used apps to your dock (Mac) or the taskbar (Windows). Besides, nowadays, many computers have solid state drives so locating a file or app takes no time at all.

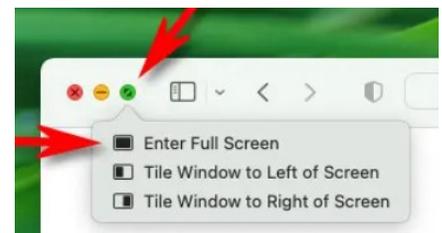
Or you might try using widgets. Widgets are mini applications that provide you information, shortcuts and functions for various features on your device. Is there something you want to view each morning when you have your cup of coffee? Try a calendar widget to view your upcoming events and reminders. Following the stock market? Try a stock market widget. Both the Apple store and the Microsoft store have multiple widget apps available for download and install. And you will also find widgets in Windows 11 and iOS as part of the home screen. You can add and delete widgets to customize your preferences.

Oh, but if you are old school, you might prefer to have everything on your desk. At least you know where things are, right? Besides, it is just another place to store things and you don't have to go "digging" through folders and multiple files just to retrieve that article you wanted to read, but didn't have time to do so yesterday. Maybe you use it as a temporary place to hold images that you downloaded that you just want to share with your friends (but don't necessarily want to keep). Or maybe you have a file or document that you don't want buried in a folder somewhere? The desktop provides an easily accessible folder which you can quickly view. When I no longer need the file or image, I simply delete it from my desktop. It is certainly easier to do, than searching through my folders to find it and delete it. So, are you a desktop junkie or a minimalist? Let us know which you prefer and why. Contact us through the website at: [computer.scaclub.org](http://computer.scaclub.org) and select Contact Us> Newsletter.

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## Did you know these Mac shortcuts?

Did you know about the Full Screen Mode? It will help you focus on one task at a time, while temporarily hiding other windows or apps that you have open. Simply click on the green button in the upper left-hand corner of a window or hover over the green button and select "Enter Full Screen".



How to take a screen shot. Simultaneously select the **Shift + Command + 3** keys and an image file will be saved so you can view later or share with someone else. If you want more screen shot options, you can press the **Shift + Command + 5** keys instead.

What is Spotlight Search? It is a search tool one can use to search or even launch apps. Click on the magnifying glass in the upper right-hand corner and start typing what you are looking for. OR press the **Cmd + Space** keys on your keyboard, and Spotlight searches your entire system. It is quicker than going through Finder to locate the files for which you might be searching. Try it.

## What is the Downloads folder?

Whether you use a Windows PC or a Mac, your system has default folders. You know what they are: Pictures, Documents, Music and Downloads. The Downloads folder is where anything that you download or saved from the Internet is automatically put, unless you move it to another folder. And some folks do. They simply create a new folder and label it according to what they desire, e.g. a “Recipes” folder for those recipes they saw that they might want to try. Or a “For Later” folder where one might put articles temporarily that they don’t have time to read, but will do so at a later time. The Downloads folder is usually the catch-all and is not organized. It may contain all sorts of different files, e.g. .zip, .exe, .pdf, .png, .mp4 and so on. Although other folders are more clearly labeled, think Documents which has a .doc or .docx extension, and .pages (if you are a Mac user) one can normally find what one is looking for by searching the folder if one knows the file extension (even if one forgot the file name).

But with the Downloads folder, everything is there. One might even liken it to a Recycle Bin (which it is not). Files in the Downloads folder seem to accumulate over time and it wouldn’t be unusual if you checked yours and saw files from several years past. Do you really still need them or are they just taking up space on your computer? You can check to see just how much space your Downloads folder is taking up by going to File Explorer (in Windows) and right-clicking on the Downloads folder. Select “Properties” and the size will be displayed. On a Mac, right-click or Ctrl-click the folder and select “Get info”.

If you want to clean up your Downloads folder you can do so either manually (go through it and delete the files you no longer require, or move them to another location). You can also select the Ctrl + A keys (Windows) or Command + A (Mac) to select a group, or everything, and delete it all at once.

This is another way if you don’t want to go through and look at the files but just delete them automatically. Windows 10 and 11 have a tool, “Storage Sense”, which has a feature labeled “Automatic User Content Cleanup”. Basically, it deletes certain things when they get old. For instance, in Windows 10, one can set it to automatically to delete “Temporary Files” as well as and delete files that have been in the Recycle Bin for over 30 days. In Windows 11, one can choose different lengths of time in which files will be held before deleting them. Go to Settings> System> Storage> Storage Sense.

Lastly, for those of you who download a lot of files from the Internet, you might want to consider moving the location of your Downloads folder. By default, it is normally located on one’s C: drive, but you might want to keep it on an external drive. You can do that. You must first *create a folder* that will be your new Downloads folder. Go to File Explorer and go to the location where you want it to be, such as an external drive. Then right-click. From the drop-down display, select “New” and click on “Folder” and give it a name. Now find the original “Downloads folder” from the left hand side, right-click on it and select “Properties”. You will see several tabs. Click on the “Location” tab. This is where you can change the location to the newly created folder you made by selecting the “Move” box. Go to your newly named folder, click on it, then click on “Select folder”. The selection window will close and you’ll be back at the Downloads Properties window. Click “Apply”. (If you have files in your Downloads folder you’ll be prompted to move all of the files from the old location to the new one. You can choose to move only certain files, or if you are not sure and select “Yes”, all of the files will be moved. Depending on the size of your files in the Downloads folder, it may take a little time to move them, so be patient. Once it is done, click on “OK” and then close the Download Properties window by selecting the “x” in the upper right-hand corner. NOTE: some browsers or applications save downloaded files in **their** settings so you might have to look there if you don’t see a file (you recently saved) in your new location.

## Which do you use? Wi-Fi or Ethernet? Is one better than the other?

Or do you even know? Do you have a wired (or wireless) setup for your computer? If you use a laptop, chances are pretty good you use a wireless connection (or Wi-Fi). Many of us today use Wi-Fi for our mobile phones (at home) and then of course cellular when we are out and about. We also use Wi-Fi for our computers. Back in the day (hmm) Ethernet was much faster, but since it required cabling, most folks were limited as to where they could put their desktop computers because it needed to be near one's router.

Wi-Fi was typically slower, but was more convenient, especially if one uses a laptop since one can move around the house and not be tied down to a desk in one location. Wi-Fi works with tablets as well. So the choice was *speed vs. convenience*. Nowadays, Wi-Fi has improved and become more reliable and faster, so most folks probably use it vice Ethernet (or they use both). You might still have a dedicated office where your modem, router, and desktop computer resides as well as a laptop or tablet (which you use in the dining or living room or even in another bedroom).

Looking back, Wi-Fi was mostly used as the 802.11g standard (also known as Wi-Fi 3) and offered theoretical speeds such as 54Mbps (megabits per second). But in reality, most did not even get that and settled for less. It was enough though that one could surf the Internet, but slow compared to the Ethernet getting speeds of 100Mbps, then 1000Mbps and now up to 10 gigabits per second (with fiber-optic service).

Today's standard for Wi-Fi is **Wi-Fi 6** and has theoretical speeds of up to 10Gbps (gigabits per second) but more realistically one gets half that, if they checked their connection. But this still is quite a bit more than what most typical home broadband connections get as the average Internet speed in US homes has been estimated to be a little over 100Mbps.

Unfortunately, most of us might not have the latest hardware (e.g. router and computers) that support Wi-Fi 6. Chances are we are using slightly older technology, but we probably can get Wi-Fi 5 which delivers speeds of up to 3.5Gbps, which is plenty for most purposes. I doubt a whole lot of our community are gamers (smile).

Even though the major benefits of Ethernet are gone, some of us still use it (or both) in the case of a desktop computer and a tablet and a mobile phone. Interested in finding out just what speeds you are getting? There are a few sites that will let you do so. Some examples are *speedtest.net* (also known as *Ookla*), *Fast.com* as well as your own Internet service provider.

Keep in mind that speed is not everything and can be affected by many factors. A fixed Ethernet connection is likely to be fast, reliable and deliver consistency which is what is needed if you stream a lot of 4K videos or download large files. Wi-Fi can be susceptible to factors that interfere with its signal, such as walls, floors, other devices (microwaves, cordless phones and other routers using the same channel). And Wi-Fi speeds can rise and fall as you move around your house; you might even find dead spots where you don't get a connection at all.

Today's Wi-Fi speeds are comparable to what you might get on the Ethernet, plus you get the benefit of connecting numerous devices simultaneously. Think of you and your significant other, both surfing the Internet on separate laptops, while searching for the best bargains and sipping your morning coffee.

But what about the security aspect? Is Ethernet more secure than Wi-Fi? Well, data on an Ethernet network can only be accessed by devices physically connected to the network. These devices, e.g. your PC at one end and the router at the other end, need firewalls to protect them so theoretically, there is no way the data can be intercepted on the network.

## Which do you use? Wi-Fi or Ethernet? Is one better than the other?

(continued)

Wi-Fi on the other hand, sends the data through the air. So if you are using an open network, think a public place like your local coffee shop, (and you probably shouldn't be doing so anyway) all the data you send and receive CAN be intercepted on the network. This includes your personal information as well as login details. However, many Wi-Fi networks are secured (not necessarily public ones) so your data is encrypted. Using a Wi-Fi connection at home is an example. Your router most likely offers a range of security modes. Wired Equivalent Privacy (WEP) was probably the first attempt of wireless protection, introduced back in the late '90s. It was officially retired in 2004 and considered obsolete, so hopefully no one is still using it.

Wi-Fi Protected Access (WPA) replaces WEP and improved upon security. But, it too had vulnerabilities, which led to WPA2 (an upgraded version of WPA). Which leads us to today. In 2019 WPA3 became available and is backwards compatible with devices that use the WPA2 protocol.

Knowing your Wi-Fi encryption type is important to your network's security. The older ones are more vulnerable to hackers' attempts because it wasn't always clear just how hackers attacked routers to exploit vulnerabilities and steal your information. Many of the exploits have been fixed and as technology advances, will continue to improve. So what is today's standard you might ask? WPA3 is the one of the most secure wireless security options today (if your router offers it). If not, WPA2 is still good. As mentioned before, most routers offer a range of security modes and for added security, it is always best to change the Wi-Fi username and password on your wireless router initially, when setting it up.

So, should you use an Ethernet connection or Wi-Fi? The choice is yours. There's no reason not to use Wi-Fi, especially if your hardware is fairly modern. You'll get good performance and speed, and the convenience of mobility. But, if your PC does not consistently get a fast connection, or if your computer is slow in transferring data, you might consider using an Ethernet connection. And remember, there is no need to choose one or the other. Many routers today have Ethernet ports on them so you can simply decide which device you want to use with Wi-Fi or with Ethernet. Many desktop computers use Ethernet, and laptops/tablets use Wi-Fi. Happy computing!

### Useful things you may want to know, or Frequently Asked Questions (FAQs)

that we made up ourselves

***Q. I am still on the fence regarding upgrading my Windows PC from Windows 10 to Windows 11. I keep getting messages to do so, but I am not sure if it is best to do so. What do you think?***

**A.** Many of us face the same dilemma and what is good for one, isn't necessary good for all. It really comes down to a personal choice. Some of us do not need to choose as our computers are incapable of upgrading to Windows 11. There are specific requirements that need to be met in order to upgrade and use Windows 11. If you have a fairly new computer, chances are Windows 11 is compatible, but if not, then you can stay with Windows 10 (or buy a newer system). Windows 10 will be supported by Microsoft until October 14, 2025. Windows 11 looks a little different and some settings are in different places and there's even talk of Windows 12 coming in 2024. So you might want to just stay with Windows 10 if you are comfortable using it.

## Useful things you may want to know, or Frequently Asked Questions (FAQs)

that we made up ourselves (continued)

### *Q. I am not saying this happened to me, but, IF my account password or email has been hacked, what should I do?*

**A.** Password hacking continues to be a worrisome problem and a common target for hackers. Microsoft's Digital Defense Report 2022, estimated almost 1,000 attempts to hack account passwords every single second. Amazing, right? That is why we need to take precautions e.g. using long passwords that combine letters, numbers and symbols, using passphrases instead of just a password or even using password managers to ensure both strength and uniqueness without duplicity. But back to your question, actions to take IF your password or email has been compromised, include:

- Immediately change your password and if you used the same password for multiple sites, that means changing them all. It is not a good idea to duplicate any password. You might also consider changing your answers to any security questions. And consider using two or multi-factor authentication, especially if your healthcare or finance accounts were breached.
- Immediate notify any institution e.g. financial institution, if your account was hacked and keep an eye on your accounts.
- Update your security software and/or run a scan so as to identify and delete any malware you may have. Keeping our systems updated is an easy preventive measure we should all take.
- If your email has been compromised, notify your Contacts, in case they are getting spam emails from your account. Perhaps warn them to be suspicious of any emails they get from you, especially if they contain an attachment or link. They can call you and verify you sent something if they are unsure.
- Consider setting up credit monitoring (it could possibly detect identity fraud by monitoring changes to your credit report on the three (3) major credit bureaus, e.g. Experian, Equifax and TransUnion. You might also consider freezing your credit, especially if you are a victim of identity theft.
- One step most folks hesitate taking is to report their account being hacked, due to embarrassment. Don't be that person. Report it at [IdentityTheft.gov](https://www.identitytheft.gov) and file a police report since identity theft **IS** a crime.
- Consider using a Password manager, but remember, they too can be hacked.
- Lastly, be diligent and think twice before opening suspicious websites or emails, or clicking on any attachments and/or links, especially if they are from someone you don't know. Checking a sender's digital address in an email (by hovering over it) can sometimes alert you to a scam. For example, if you receive an email from Amazon.com telling you that you need to change your account password, and when hovering over the digital address (for Amazon.com on the email) and see a person's name at gmail.com or a bunch of unusual letters and numbers or a foreign country's extension (e.g. amazen .fr, amzone.de, amzon.DR, etc.) should raise your suspicions and make you think twice about clicking on the attachment or link.

Unfortunately, many compromises are made by users error. Hackers use tactics such as threats, intimidation, challenges, peaking one's curiosity, etc. to get a user to perform a task that they might normally not do. Always think before automatically opening up an attachment or link, especially if you have an inkling that it might be unsafe. Better safe, than sorry.

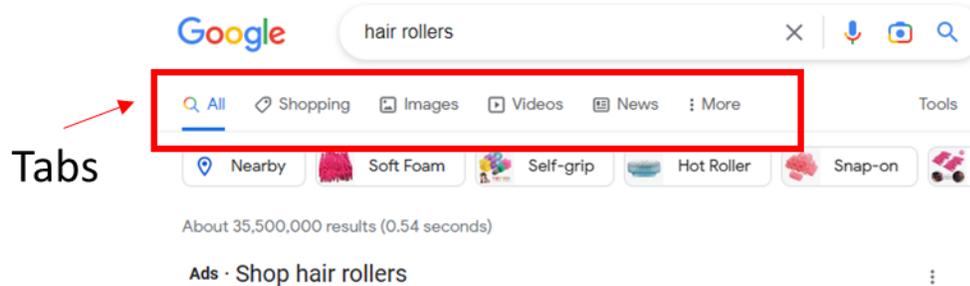
## Useful things you may want to know, or Frequently Asked Questions (FAQs)

that we made up ourselves (continued)

**Q. When I search for something using my browser search window, sometimes I get results that don't have anything to do with what I am looking for. Is there a way to search, or narrow the search, so it is more specific and hopefully I can find things I am looking for quicker or more relevant?**

**A.** That is a good question. Many times we search and the results are very broad and displays so much, it is hard to find what we want. And did you know that when searching, a lot of times the first results are actually advertisements? Here are a few things you can try to improve your searching and hopefully get more relevant results when doing so. These examples are when using Google search, but may also work if using other search engines.

- Try using the tabs to limit your search results to a specific group or category. For example, if searching for hair rollers, the default is usually All. But if you choose the Shopping or Images tab, you may get different results. Try it.



- Another thing to try is to use quotes (“ ”) around your search term. This works if you are asking a specific question or looking for a particular term. For example, if you look for patio furniture you will get thousands of results. If you are looking specifically for plastic patio furniture, put quotes around that, e.g. “plastic patio furniture” and you have narrowed the results.
- If you are trying to search a specific website for something, say like a news article from that site, you might include using a colon (:) in your search term. For example, to search for California weather from the SF Chronicle newspaper your search might look like this: California weather:SFchronicle.com
- Searching for a name of a song you can't remember? Suppose you remember a few words of that song. Try inserting an asterisk (\*) in your search term. The \* acts like a placeholder that can be automatically filled in by the search engine. Let's say you remember an old favorite tune, but you can't remember it's title. (In this case, I'm thinking of the song “My Eyes Adored You” by Frankie Valli). The tune is in my head, but I only remember some words. Putting quotes around the words in my search, e.g “like a million miles away from me” will result in finding the song I am trying to remember in order to listen to. Give it a try. It works with finding movies too.
- Did you know you could search for sites that are similar to other sites? Want to see what is out there besides amazon.com? Try adding related:, followed by the website name in your search window. For example, **related:amazon.com** and see other online shopping sites that you may have forgotten about.

Remember, there are always “*more ways to skin a cat*”. So think *outside the box* and happy searching!

## Useful things you may want to know, or Frequently Asked Questions (FAQs)

that we made up ourselves (continued)

*Q. There are times when I have a document and I am not at home. Like when I am at the doctor's office and I want a digital copy of my written prescription (the receptionist handed me) just in case I lose it before going to the pharmacy. Believe me, it has happened before and I had to go back and ask for a new one. So is it possible to scan a document with my cellphone and if so, how do I do that?*

**A.** Excellent question, and yes, one can scan a document with one's mobile phone. Since you didn't mention what type of cellphone you have, here are a few ways to do it, each depending upon what type of cellphone you have. If you are using an iPhone, there should be a **Notes app**. Open that and **create a new note** by clicking on the icon (that looks like a square with a pen) at the bottom right-hand side of your screen. Now tap the **camera icon** (at the bottom of your new note) and **select Scan Documents**. If you use an Android phone you can try the scan feature in Google Drive. Open the **Google Drive app** and **tap the plus (+) button** in the bottom right-hand corner. Now tap **Scan** (to allow access to your camera if it doesn't already have that). Simply follow the on-screen prompts to take and save your photo. It will save in your Google Drive. If you are using a Samsung phone, open the **camera app**, then point your camera at the document you wish to scan. **Tap the yellow "T" icon**. Choose the area you want to scan, then tap **Save**. There are other ways to do so that require third-party scanning apps as well.

*Q. I have gotten .pdf files that require that I fill them in and send them back to the sender. Problem is that I end up printing the file in order to fill it out. Then I have to scan it back in, so I can send it back. Sometimes I am not around an available printer, so what is the alternative, or is there one?*

**A.** We understand that can be a painful process, especially if you need to fill out a form right away and you do not have access to printer. **Adobe Reader** is an app that will let you do so and basic editing is free. They also have a paid version, Adobe Acrobat Pro that offers all the features and is designed for use by businesses. **PDFelement** is another document editor that offers a free pdf editor with basic functionality as well as a paid, professional version. **OfficeSuite Pro** is a paid pdf editing app that offers a lot of versatility. If you don't have, or if you don't want to download any of the above apps on your phone, you can use apps you might already have, such as **Word**. Word allows you to open a pdf file you want to edit by *converting* it to **Word**. Word makes a copy and notifies you it will convert the document into a format the Word can view. Edit, or fill in the form, then re-save it as a .pdf file when done. This can also be done using **Google Docs**. Upload the file to Google Drive. Click New > File Upload > then select your file. Now, open the PDF with Google Docs. Locate your PDF within Google Drive, then right-click and select Open With > Google Docs. Once your file opens in Google Docs, you can now start to make edits. When you finish, navigate to File > Download > PDF. This will save and download your document as a new PDF. *Google Drive* will not let you convert a pdf to an *editable* doc file, nor allow you to fill in the form. It only converts the pdf to a document file for you to view, so that's why you must first convert the .pdf to a Google's Doc format. But, there are third-party apps one can also use. They can be found in the Google Play Store, the Apple Store and the Android store. If any of these work for you, let us know. Or if you *discover other app that edit pdf files on your phone*, be sure to let us know that too, so we can pass it along to our members. Contact us via the website and select Contact Us > Newsletter. Thank you.