

SCA Computer Club notes

Classes for the Month of Dec



Happy Holidays!

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.

Monitor Refresher Training: Refresher course for current Monitors. This is the last time this course will be offered for this year. ***All monitors are required to attend one monitor refresher session every twelve (12) months to stay abreast of policy, operational changes in our Club and remain in good standing.***

If you've recently joined our Club we encourage you to attend the **New Member Orientation** class to familiarize yourself with our Club's activities. Learn how to sign up for classes, schedule a house call, volunteer to be a monitor and more. ***Current members not familiar with all of the benefits offered by our Computer Club are also encouraged to take this Orientation as a refresher.***

Buying a Computer: Are you considering buying a new computer for yourself or as a gift? Should you buy a desktop, a laptop or a tablet? What are the differences between them? Should you buy a Mac or a PC? Will it be used for email, to watch movies, organize your photos, write a book, etc.? Have your questions answered before you buy.

Mac for Beginners: If you are new to the Mac or planning on getting a Mac, this class will show you how to connect your printer, scanner, camera, additional monitor and any other USB devices you plan to use and get the whole show working. You will learn how to set preferences and navigate the file system. Setting up and using the Launcher and Dock will also be covered.

Introduction to iPhone/iPad: If you are new to the iPhone/iPad or planning on getting one, this class will show you how to setup your device including the critical iCloud settings. You will learn how to set preferences and navigate the system. Arranging and grouping your apps will be covered and how to find and install apps from the Apple App Store.

We are still looking for Instructors for 2020. If you are willing to teach a class, please contact our Education Director, Philip Livingston at: livipl10@gmail.com or from our website, click on the "Contact Us" tab from the main menu, then select "Education" to send us an email.

Special Interest and User Groups

A SIG is a “**special interest group**” that meets on a weekly or monthly basis. “**User Groups**” also meet on a 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.

The **Photography User Group** will meet on **Monday, Dec 9 from 1-3 PM**. Do you take pictures with your phone? Do you use a camera? If you have an interest in photography, join this group and learn more about techniques to enhance your picture taking, photo composition, photo equipment and more. All experience levels, from beginners to experts, are welcome.

If you are an Apple user, the **Apple User Group** will meet 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, Dec 14 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? Anyone can ask anything computer related. Do you have a question regarding a specific product or application? Bring your questions and join the discussion each Thursday. New members are always welcome.

Congratulations to our Club’s newly elected Officers and Directors for 2020

President: Nancy Ward

Vice President: Woody Parks

Secretary: Linda Norton

Treasurer: Stephen Anderson

Assistant Treasurer: Rich Blotner

Directors: Warren Begas, Brian Corr, Philip Livingston, Jerry Peterson, Bernie Thompson and Preston Ward

Feel free to contact any of the above listed Board members regarding computer club operations. The Board meets on the last Thursday of each month at 1:30 pm in the Computer Classroom. The meetings are open to any member in good standing to listen to the Board members as they conduct Club business. A member comment period is available at the end of each meeting for members to address the Board with comments, concerns, recommendations, etc.

The Board wants to thank all of our Club volunteers for your continued support. Without all of you, our Club would not exist. We are the largest club in SCA and offer a variety of services for our members. We will continue that effort in 2020. Enjoy the season, drive safely and drop in for a class, a user group meeting, to renew your membership or to use the computers.

2019... A Year in Review

In case you missed one of our monthly newsletters this past year, here are the general articles and topics. One can find the archived newsletters on our website at: <https://computer.scaclub.org> Click on the *Home tab> Documents> Newsletters*. Select "View" for the month you want to read.

To see precious years, click on *Previous*, then select the "View" for the month you want to read. Our archive goes back until Sep 2014. Articles in our newsletters are written by our newsletter editors, Preston and Nancy Ward, unless otherwise attributed to contributing authors. Brian Corr regularly contributes by authoring the Apple articles. We have also had articles submitted from other club members. If you would like to submit an article for the Newsletter, let us know. Select "*Contact Us*" from the website's main heading tabs, then select "*Newsletter*". You can also send in your questions for the FAQs there. These are the main topics covered in 2019.

Jan: Lithium Battery Discipline, Facebook account deactivation, Patch Tuesday

Feb: So What Kind of Computer is this Anyway?, Robo calls...had enough?

Mar: Some Simple Preferences to Make Your Mac More Friendly, Office app on Windows 10, Scams, Keeping your router safe, Actions to take if using Public Wi-Fi, Free Excel-alternative software programs

Apr: SCACC House Call Program, Windows10 Version 1903 update, Why I Count on My External Hard Drive, Setting one's default browser, Finding 32bit apps on you Mac

May: Implementing a Solid Plan for Computer Backups, Windows 10 May 2019 Update, A Few Entertaining Tech Terms, What is ratware?

Jun: Apple Watch Tips and Tricks, Organizing and Backing Up Your Bookmarks, What Echo devices blinking colors mean

Jul: Has My Apple Device Been Recalled?, A Computer Love Story, Recognizing and Dealing with Malware, Miscellaneous Information, Netflix Secret Codes

Aug: How to Recognize and Deal with Phishing Emails, What is an Internet worm?, Changing one's homepage in one's browser, Turning Off my Microphone

Sep: Where did all those Apple Watch Apps Come From?, iOS 13...What's New to Know?, Hardware drivers, How to find one's product key, Making a call from your Alexa Echo device, What is iPadOS?

Oct: Apple Watch-Best Friend in an Emergency!, Photography User Group Nelson Ghost Town trip, Windows Touchpad settings, Changing one's cursor & pointer, Taskbar settings

Nov: Apple Watch-Replacing Common Items, Printing...without all the Ads, Windows 10 versions, Start menu items, Night light settings

Dec: Apple Watch-The Face of Time, Do you edit the pictures you take?, Protecting your privacy and reducing your online presence

We hope you enjoyed the past year of the Newsletter. We wish everyone the cheer of the season and the best of health and happiness for 2020. Do something new in 2020, like submitting an article for our Club newsletter. Contact us via the website. We would appreciate any contribution you can make. Happy New Year!

Apple Watch – The Face of Time

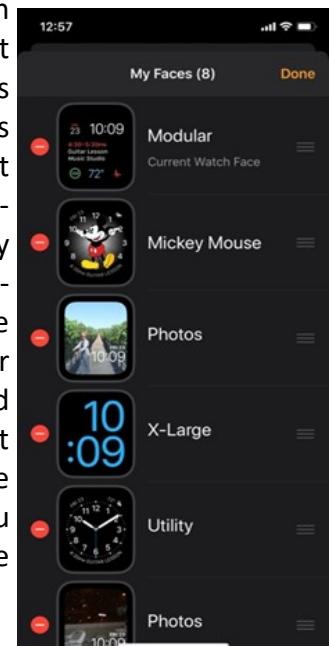
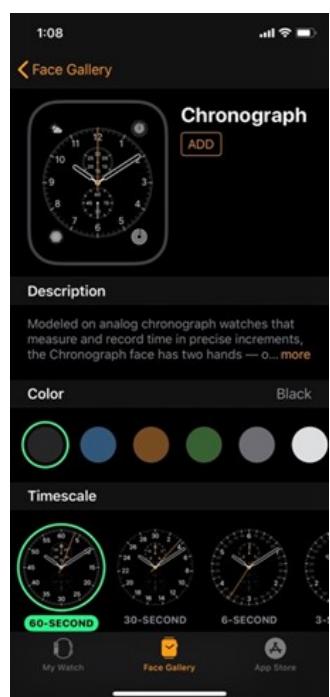
By Brian Corr

In all the hype about the Apple Watch including the TV commercials it is easy to forget that it is in fact a “watch” first. When you look at your wrist to see your Apple Watch the first thing you want to notice is the time but many of us are expecting to see it in a particular format. Some are expecting the hands of a clock maybe with numbers at the cardinal points and sometimes Roman numerals instead of simple numbers. Apple wants you to be comfortable with your watch so they have provided a simple way to tailor your watch to your desires. I’m going to show you how simple it is to customize your watch.

First start by opening the Watch app on your iPhone and then on the bottom menu select “Face Gallery”.



You will be presented with literally hundreds of possible watch faces. From this screen you will be adding various faces to the list of selectable faces that you can rotate through on your watch. Scroll through the possible watch faces and choose one you like and you will be presented with a screen that allows you to customize and “Add” the face. You will get options dependent on the face you chose such as color, sweep second interval and complications that can be added to the watch face at locations again dependent on the face you chose. Be sure to scroll down on this screen to show all the options that you can apply. Once you have completed your initial settings be sure to click add so that this face is available for selection on your watch. I will talk a little more about customizing your watch face and complications as we move on. Click back on “My Watch” in the lower menu on your iPhone watch app. You will notice that the face I have added is in the left and right scrollable section labeled “My Faces”. Since it was just added it will show up on your watch app on the right end of the list. If you click on the “Edit” button as shown it will take you to a screen where you can manage your list of available watch faces. The list that appears has several options. The first one you will notice is a red circled minus sign which allows you to remove that particular face from the list of faces that will be selectable on your watch simply by swiping left and right on the displayed face. Clicking on the minus removes it from the list but not from the watch face gallery we previously visited. You can, to keep things simple, remove all but one watch face that you want to always be displayed. You can also change the order that they appear in the list by clicking and dragging the icon on the right end of each face that looks like 3 horizontal lines. The face that is the currently selected face on your watch will have the annotation “Current Watch Face” below its name. Once you have completed managing your list of faces click on the “Done” button on the top right corner of the screen.



Apple Watch – The Face of Time (continued)

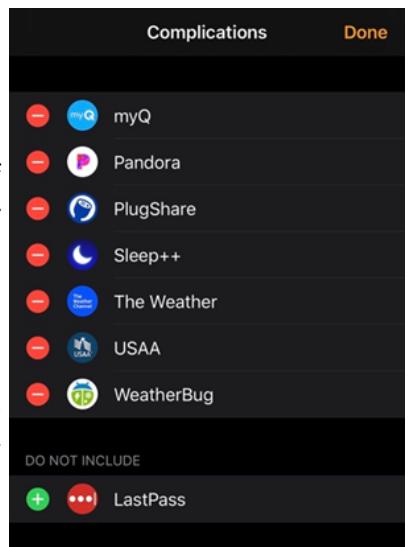


Next I'd like to address customizing your watch faces. Be sure you are in the "My Watch" screen on the bottom menu of the watch app on the iPhone. The two areas of interest we will be dealing with are "My Faces" and "Complications". From the scrollable list of faces choose the one you want to customize and the following screen will appear. I am only going to give you a couple of instructions on customizing and your homework will be to try every single customization on

all your selected faces from the gallery until you find that perfect combination. Remember I told you there were hundreds of faces? Well with all the things you can change on every one there are thousands of looks you can achieve. Let's begin with colors. Each of the faces involves some color options that may include things like the second hand or the background color. Some have options for the face itself like the Timescale on the second hand on the Chronograph face. Once you are comfortable with the colors and any other options the face provides it is time to select the "Complications" you want displayed on the face to increase the functionality of your watch. A complication is simply a small addition to the face that displays additional information or



gives access to one of the apps installed on the watch. Each face provides the ability to include these complications at various places on the watch face. Here is an example of the location of complications on the Chronograph watch face. I have chosen to show the weather conditions in the upper left, the date in the middle, the battery level of my watch in the lower left and my activity app in the lower right. By touching the complication line for each of the complications allowed on the watch screen you will get a rotating display of all the optional complications you can put in that location on the face. You of course also have the option of the popular "None" if you want to keep your watch face simple. There is a considerable list of built in complications but as you add apps to your iPhone that



have corresponding apps for the watch, they may include complications that can be added to your watch faces. On the "My Watch" screen click on the Complications link and you will be presented with a screen showing any complications that have been installed as a result of watch apps that support complications. In this display you see the list of complications that my watch supports as a result of apps I have on my iPhone. I've also touched the "Edit" button so I now have the ability to delete or add these complications and make them available when I customize any of my watch faces.

This all seems complicated when you read it but once you start selecting and customizing your Apple Watch face it will become more intuitive. Remember the homework to practice until you become experts!

Windows 10 - 10 and listening in...

The latest Windows 10, version 1909 (codenamed 19H2) was released last month. If you already have it, you may have noticed that it was relatively quick and easy to update. That is because it was one of the smallest Windows 10 update yet. So what changed? File Explorer now presents with a drop-down list of suggested files when one types into the search box. It not only searches for files on one's computer, but will also search for files on Your OneDrive account online (if you are using OneDrive).



Do you use the Windows 10 calendar app? If so, now one can create an event directly from the taskbar.

How so? Just click on the time (in the lower right-hand corner) and it will open the calendar view. Simply click on a date and then enter your information into the text box to add a new calendar event, e.g. name, time and location.

Do you know what the icons are that are in your Start menu? Remember when you forgot, one could simply "expand" (by hovering over) the three horizontal lines at the top of the Start menu and it would then display what each icon is? Or one could simply hover over a single icon? Now when one does that, it automatically expands to show all, making it a bit easier if you forgot what each icon represents.

There were additional changes to Windows Enterprise, but all in all, there weren't a lot of major changes.

The next scheduled update for Windows 10 is reported to be in the Spring of 2020. Remember, Windows 7 end of life occurs on January 14, 2020 so if you are still running Windows 7, it is time to move on to Windows 10.

Do you edit the pictures you take?

Do you take pictures with your phone? Or maybe you invested in a digital camera? Regardless, today it is easy to take good photographs with either, but sometimes you might want to touch them up (or post process them) using an editing program. We have all heard of **Photoshop**, a well known photo editing software application. But if you do not want to invest a lot of money into editing software, here are some alternatives that are FREE.

GIMP (GNU Image Manipulation Program) is a photo editor that has a lot of editing tools available, similar to Photoshop. It offers advanced filters and layering masks and allow one to add text, add texture to a photo, erase backgrounds, etc. and it is Free. The one drawback is that it is not available for mobile devices, but it is available for use with Windows, Mac and Linux and is open source. It may take a little getting used to but there are readily tutorials available to help one get started.

Pixlr X replaced the older desktop version of the Pixlr editor (that required Flash). Pixlr X (from Autodesk) can be used with Android and iOS and offers a lot of special effects, e.g. filters, overlays, stickers and borders and it can be used with Chrome, Firefox, Safari and Explorer. It is also easily shareable on social media.

Do you edit the pictures you take? (continued)

Canva is a design software that can be used for presentations, social media, blogs, etc. and has a large library of both free (and paid) templates, layouts and customizable elements. Want to include a thought bubble or speech with that picture of your grandchild? Well, you can with Canva. It is user-friendly and has drag-and-drop functionality. There is a paid version available and it can be costly if purchasing more advanced elements.

Adobe Photoshop Express is another free editing program that includes a variety of tools, e.g. temperature and color correctors, ability to add text, apply quick fixes, create collages, etc. It does not use layering and can be a little more complex for beginners than other editing programs, but it does have easy sharing to social media and allows one to add a custom watermark to one's images.

SumoPaint 2.0 (Beta) allows photo editing online and includes tools such as brush effects and styles and line tools. If one likes creative images, it includes a variety of stickers, filters and frames that are useful. Since it is web-based, no download is necessary, but it does include adds, unless one pays for the Pro version.

Darktable is similar to *Lightroom* and available on Mac, Windows and Linux. It is not easy to use for beginners and geared towards more intermediate users. It allows one to work on JPEGs and RAW files and offers lens and perspective corrections as well as filters and effects, but no layering.

Snapseed is available for both iOS and Android and offers a range of filters and effects (including presets that one can add to). It is best for mobile photography (e.g. mobile phones) and is noted for amazing in-depth tools.

Fotor is another *Free* web-based online editor for beginners (and it offers a paid version as well). It includes lots of effects (including watermarks on some) and works well with the Chrome browser. Image resolution is limited to 4000px wide.

These are just **SOME** of the **FREE** editing programs available. Canon, Nikon, Sony and Fugifilm all offer free photo editing products that vary from beginner to expert user levels. And of course, Microsoft Windows offer its *Microsoft Windows 10 Photos* app that is **FREE** with Windows 10 that allows one to organize one's collection, edit images as well as edit movies too. And let us not forget *Apple Photos* that is geared for beginners and offers tools for cropping, exposure, color, cataloguing and seamless sharing across all of one's Apple devices.

If you are interested in learning more about photography, tips on how to capture images, post processing how to, taking photo field trips, etc. then you might be interested in joining the Photography User Group that meets every 2nd Monday of each month in the Classroom at 1:30 pm. It is open for any Computer Club member in good standing and has beginners, as well as experts who will share their knowledge and appreciation of photography with all.

Protecting your privacy and reducing your online presence

Is one of your New Year's resolution reducing your online footprints? Do you care about your privacy or should you care about your privacy? Do you post things about yourself online, e.g. social media sites like Facebook, Twitter, etc.? Are you concerned about Identity Theft? If you answered yes to any of the questions, it might be a good idea to try and reduce your online footprint.

What is online privacy anyway? It really is not about keeping things away from the public's eye, but more about you choosing what the public sees about you. Think of it as your ability to control the information you release that is visible to all. Maybe you think that if someone knows your name, address and phone number it is OK. But combine that with your birthdate, your likes and dislikes, your pet's name, mother's maiden name, high school or college attended, favorite food, TV program, grandkids' names, etc. and that's a lot of information that one could use to steal your identity, hack your accounts, empty your savings, charge your credit card without you being aware and a whole host of other things...and you thought you were just sharing information with your friends (and sometimes friends of friends). All of the information needn't be in a single website; parts of it can be in one website and parts of it in another site, but in the aggregate, the information paints a pretty good picture of you.

Did you know that many of the social networks collect and use this type of data for ads (and not only is it worth a lot of money, some people actually get upset because they aren't even aware it is being collected and used)? We all leave a digital trail whether we realize it or not. And we provide a lot of information to the public, even if we take precautions not to do so. We read weekly about data breeches that affect businesses in which we may have frequented. Names, addresses, phone numbers, sometimes birthdates, social security numbers, credit card information and the like are exposed.

So, what can we do? If your information has been exposed as the result of a data breech of a website, immediately change your password. Try not to use common passwords but instead something long and unique to you, or better yet, a passphrase that you can remember. Most of us tend to answer the security questions honestly because well, our generation was generally taught to be truthful. You do not have to answer the questions truthfully, especially ones such as "who was your best friend in high school" or the "what is the name of your favorite pet" or "what city were you born in" when you've posted their names or your street on your social media account profile. It is OK to use fictitious names in your answers; just be sure to remember your answer. Some people use password manager applications just so they don't have to remember their passwords (and some apps even let you save your security answers also).

One thing we can do to reduce our online presence is to use the incognito mode while browsing or logging into our online accounts. Today, many websites offer the incognito or Privacy mode. We all have signed up for something, thinking we are going to use it and we end up not doing so. Or you might have had an account with Earthlink, Yahoo or AOL back in the day, that you don't use anymore, but never attempted to close it. Have you considered opting out of some of the popular websites? *Opting out reduces one's presence but does not necessarily eliminate it all together.* Did you know that the genealogy website **Family Tree Now** can be used to look up almost anyone's personal information?

Protecting one's privacy and reducing one's online presence

(continued)

Family members, known associates and addresses are free for anyone to find. Let's look at how we can better protect our personal information from such sites and reduce our online footprint.

One can request to **Opt Out** of sites and hopefully such a request will be granted. In **Family Tree Now**, click on the "*Begin Opt Out Procedure*", then *search for yourself* using your name and birthdate. Select your record listing from the results, then click the big red "*opt Out*" button at the top of the page. It may take 48 hours for your information to be removed. If you have multiple listings, you have to repeat the procedure for each record.

Whitepages is a popular search engine. It also aggregates other search engines to provide a large amount of information. Start by going to Whitepages online and searching for yourself. You will need to copy the URL for all of your listings. It should look something like this:

[https://www.whitepages.com/name/John-Doe/Las Vegas-NV/s1ecmiz](https://www.whitepages.com/name/John-Doe/Las%20Vegas-NV/s1ecmiz)

NOTE: in order to remove a listing, one must sign up for a Whitepages account. You just need a valid email address (and it does not have to be your primary email address). Once you have an account, go to the home page and select "*Remove from Directory*" in the footer under "*Your Whitepages*". You will then be directed to the "*opt-out of Whitepages*" screen. Paste in the URL of your listing you want removed, then confirm it. You will need to enter a phone number to verify the removal. Click "*Call now to Verify*", wait for the call, then press 1 to verify or 2 to cancel. **NOTE:** Even though this will remove you from all free searches, Whitepages Premium subscribers will still be able to search for you. To prevent this, you will need to go to the Whitepages Premium help page and submit a support ticket. Click on "*Help*">
"Information Removal Request" in the "*support Request Type*" drop-down menu. You will be asked to provide your first name, middle name (or initial), last name, city, state and listing URL. After 72 hours your request will be processed **BUT** you will still be "visible" to the "Pro" level business subscribers. However, you have reduced your presence.

Another website that aggregates third-party, publicly available information is **Spokeo**. As such, removing your information from Spokeo **will not** remove your information **if** it came from another source. In other words, your information may still appear on that original source site, even if removed from Spokeo itself. **BUT** it is still yet another way to reduce your footprint. Go to Spokeo and *search for yourself*. Like in Whitepages, *copy the URL for your listing*, then go to the Spokeo opt out page and *paste the URL* into the first text box. It should look something like this:

[http://www.spokeo.com/Doe-John/Las Vegas-NV/s16423578](http://www.spokeo.com/Doe-John/Las%20Vegas-NV/s16423578)

Next enter an email address in the second text box (which is required so they can send you a confirmation link). Again, it does not need to be your "primary" email address. Click "*Remove this listing*". An email will be sent to you to confirm the removal and that's it.

A popular site that is used to search for old classmates or former colleagues is **PeekYou**. To opt out of PeekYou's searches, go to PeekYou and *search for yourself*. *Record the unique ID number at the end of*

Protecting one's privacy and reducing one's online presence

(continued)

your listing's URL only (you do not need the entire URL like you did with Spokeo or Whitepages). Next go to the PeekYou opt out form page and *enter your information and the unique ID number*. From the Action drop-down menu, click on "*Remove my entire listing*", then "*Submit*". You should receive an email to verify the removal. Remember, just like with the other databases, you might have to repeat the process several times (if you have multiple listings). From the Action drop-down menu, click on "*Remove my entire listing*", then "*Submit*". You should receive an email to verify the removal. Remember, just like with the other databases, you might have to repeat the process several times (if you have multiple listings).

Heard of **Instant Checkmate**? It is a widely used background check service, as well as, a public records search service used to collect local, state and federal data on folks. But it is easy to *opt out of by going to its Instant Checkmate opt out page and filling out the form as best you can*. Next select "*Opt Out*" and your listing(s) should be removed within 48 hours. Remember though, you may have multiple listings so each one requires a separate form. You can also ask to be removed by sending them a letter (aka snail mail) requesting to be removed.

Information that has been released in the public will probably always be there. There is no one simple solution to erase all of your information once it is out there, but you can reduce your presence by taking the steps above and being careful about what you say about yourself, especially if you are an active user of blogs, reviews, and other social media. Since 2020 starts a new year for us, resolve now to be more aware of what, and the type of information you release about yourself online. Use two-factor authentication (aka 2-step verification) when available, use strong and lengthy passphrases and be sure to log out of your accounts (especially when you leave the Computer Club (or other public sites such as the library)).

Having trouble committing to a New Year's resolution? Many of us make them, but by the time February rolls around, we have forgotten them or just stopped committing to them. Want to try something new instead of the same old, *lose weight, exercise more, take the dog for longer walks, eat healthier, stop drinking, get more involved in one's community, etc.* How about *getting more actively involved in the Computer Club?* There are several opportunities to do so. Let's list a few suggestions that might be a good fit for you:

- Attend more classes
- Write an article for the Club's newsletter
- Create course content and teach a class
- Become a monitor and volunteer to do 12 shifts this coming year
- Become a House Call Program volunteer (and assists other members in our Club)
- Join a user group (e.g. Computer Talk, Apple User Group, Photography User Group, Premiere Elements SIG or *create a new group*)
- Suggest new classes to be taught or topics to cover in the Newsletters

Let us know what you decide. Contact us through the website.

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

that we made up ourselves

Q. I am getting a new PC for Hanukah. I want to be ready to transfer my files from my old PC to this new one. What is the best way to do so?

A. We cannot recommend the best way to do so, but we can tell you there are several ways to do so. Let's look at some of them:

* Use an external storage device. If you are transferring data only (and not programs/applications) and you do not have a lot to transfer, you can do so using a USB flash drive or SD card. But if you have a large amount of data and perhaps even photos, consider an external hard drive. You can copy the files you want to the external device and then connect it to your new computer and copy them again to the new computer. No additional software or Internet access is required. If both computers have a USB 3.0 port, the transfer will be faster.

* If you have both computers on the same network, using transfer software will allow you to move programs, files, profile settings, etc. from your old PC to your new one.

* Using a cloud drive (e.g. OneDrive) will let you transfer files from your old PC to your new one (and even from a Mac to a PC). The files will be organized as they were on your old PC. An advantage of using a Cloud Drive (e.g. OneDrive, Google Drive, etc.) is that if your PC is lost or damaged, your files are still backed up and available via the cloud drive. Simply upload your files to OneDrive. On your new laptop, open the OneDrive app and download your files to your new PC.

* Backup your old files using backup software, or in Windows 10 go to Settings> Update and Security> Backup. You can backup your files to an external device or cloud or network drive. Then move all of the files to your new computer.

* Don't forget that if you want with a house call (from House Call Program volunteers), they can assist. Login to our website at: <https://computer.scaclub.com> and click on House Call from the top menu bar. Select Windows PC from the available list (under Which Device?), then select "Software" under What Problem? The name(s) will display for those volunteers that are available. If you have used a volunteer in the past, but they don't appear under "Name", it is because that individual is not currently available. It could be that they are sick, out of town, over-committed already or a number of other reasons. Remember that our volunteers also have a life. They might even be trying to fix their own computers!

Q. I keep my PC updated regularly and it seems to run well. I recently received an email regarding Updating my Windows email. I didn't know Windows sends updates via mail. Is this legitimate or do you think it might be a scam??

A. Excellent call. It is definitely a SCAM and you should not try to update your Windows mail this way. Microsoft routinely releases patches and updates for Windows 10, BUT they do not announce their updates via email. If you received the email with the subject like "Install Latest Microsoft Update now!" or "Critical Microsoft Windows Update!" you should immediately delete it. Don't even open it. This is just one of the many scams going around today. Stay vigilant and don't open or click on anything that you suspect may be a scam. Remember the old phrase, *when in doubt, don't*.